



ENVIRONMENTAL PROTECTION AGENCY

**Email, Collaboration, and Mobile Devices
Support**

**TASK ORDER REQUEST FOR QUOTATION
TORFQ #ITS-EPA II-RFQ-10-0004**

3/11/2010

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Email, Collaboration, and Mobile Devices Support Task Order Request for Quotation

This Task Order Request for Quotation (TORFQ) for **Email, Collaboration, and Mobile Devices Support** is being issued by the Environmental Protection Agency with the intent to award a Task Order under an ITS-EPA II Blanket Purchase Agreement (BPA). The terms and conditions of the contractor's BPA and the contractor's corresponding GSA contract apply to this task as appropriate.

☐ Yes ☒ No This task order is being issued for small business participation only in accordance with the BPA clause entitled "Notice for Small Business Participation."

1. QUOTATION INSTRUCTIONS

The contractor shall comply with the following instructions for preparing the Task Order Quotation. Failure to do so may result in the contractor's quotation being considered non-compliant with the terms and conditions of their BPA.

The first page of the technical portion of the quotation and the cost/price portion of the quotation should each indicate the TORFQ Number ITS-EPA II and title: **Email, Collaboration, and Mobile Devices Support**

1. The Contractor's Technical Quotation shall be a Combination Written Quotation and Oral Presentation.

Written Quotation

The contractor shall submit a written quotation as outlined in the table below.

ITS-EPA II Contractor Quotation	Page Limit
Technical Approach	*
Transition Plan	*
Task Level Experience	*
Quality Assurance Plan	*
Staff Plan	*
Past Performance	See Section 1.1
Cost/Price Quotation	See Section 1.2

* Combined limit 70 pages

Written and Oral Quotations

Please note that the page limitations are double sided, i.e. 35 double sided equates to 70 total pages of text. Each section shall stand alone on its own merits without reference to any other section. For purposes of this RFQ, quotations shall be prepared using "Arial" or "Times New Roman" 12-point font style on 8½ x 11 inch white paper. Tables and illustrations may use a reduced font style, not less than 8-point. Margins shall be not less than one (1) inch on all sides. All material submitted may be single-spaced.

The Written Quotation shall contain a Table of Content with page numbers for all major sections. Cover pages, transmittal letters, table of contents, deliverables, resumes, letters of intent, pages left intentionally blank and milestones do not count toward the page limits. Submit your technical quotations as a separate part of the total proposal package. Omit all pricing details from the technical quotation.

Those vendors evaluated as the most highly rated quotations offered, considering both technical and price will be invited to participate in oral presentations. This presentation must include participation by those individuals who play key roles in the performance of the task order. Any clarifications identified by the Government as a result of their initial technical/price review must be addressed by the vendors during this presentation. After the initial presentation, the vendor will be given a scenario to present to the evaluation panel. EPA may have additional clarifying questions regarding a vendor's initial technical/price review and scenario presentation. Vendors will have time to prepare the answers to any additional questions. The Vendor will be allowed up to 30 MS PowerPoint slides.

This section will not be scored in the first round of technical evaluation. The Contracting Officer will provide the format, date and time for the oral presentations to participating vendors. If a participant is determined to be unable to meet the EPA's requirements or terminates employment, Vendors will have one opportunity to substitute that person and submit the required resume and letter of commitment.

The information presented as a result of the clarifications requested from the initial technical/price review will constitute the contractor's revised proposal. If the answers to the government's questions require a change or addition to the technical proposal, these must be presented to the Government at the presentation.

Quotes are due by 12:00 PM Eastern Time on April 19, 2010.

Please note that there are distinct addresses designated for quote submission for US Mail and Other Than US Mail.

Vendors are responsible for ensuring that their quotes (and any amendments, modifications, withdrawals, or revisions thereto) are submitted so as to reach the Government office designated prior to the designated date and time established for receipt. Vendors are also responsible for

allowing sufficient time for the quote to be processed through EPA's internal mail distribution system described below so as to reach the designated location for quote receipt on time.

Seven (7) copies, inclusive of one (1) original and six (6) copies of the technical quote and Two (2) copies, inclusive of one (1) original and one (1) copy of the cost quote. These quotes shall be submitted by 12:00 ET on April 19, 2010 to: Quotations shall be clearly marked "SOLICITATION NUMBER TORFQ# ITS-EPA II-RFQ-10-0004 FOR EMAIL, COLLABORATION, AND MOBILE DEVICES" and sent to the following address:

Courier & Hand Carrier
U.S. Environmental Protection Agency
Attention: Laonda Cannady
RTP Procurement Operations Division (D143-01)
4930 Page Road
Durham, NC 27703

U.S. Mail
U.S. Environmental Protection Agency
Attention: Laonda Cannady
RTP Procurement Operations Division (E105-02)
109 T.W. Alexander Drive
Research Triangle Park, NC 27711

1.1 TECHNICAL FACTOR

Contractors shall include the following in their Task Order Quotation.

Sub-Factor 1 – Technical Approach:

Vendors shall provide a clear and concise narrative description that addresses their knowledge to meet the technical requirements for each section in the PWS and shall demonstrate a thorough understanding of the technical requirements in the PWS. Vendors shall concisely and accurately discuss the nature of the services to be performed.

Vendors shall demonstrate a detailed and workable approach to performing all of the required services in the PWS. They shall provide detailed information that addresses their proposed approach and capabilities to meet the technical requirements for the PWS. This approach must be technically sound, logistically appropriate, and efficient.

The vendors approach must explain how they will coordinate work that involves multiple task orders, EPA customers, and other development contractors. Vendors must explain their approach for managing projects that depend upon performance of other ITS-EPA II task orders.

The approach shall include an itemized schedule of all milestones and deliverables for the managing the Task Order. The contractor shall describe their plan for incorporating customer and stakeholder input and review throughout the project life.

Vendors shall demonstrate that their proposed approach reflects a significant understanding of the program's objectives, operating environment and constraints, and relationship of information and IT to those objectives.

Sub-Factor 2 – Task Level Experience: Contractors shall provide project experience similar in size, scope, and complexity to the effort in this TORFQ. This section of the Written Quotation shall describe similar Task Level experience:

1. For 3 efforts during the last 2 years.
2. Include a description and scope of the effort with dollar value,
3. Provide details of the results of the effort and how they relate to this TORFQ effort in terms of size scope and complexity.
4. If a teaming arrangement is proposed, each firm in the teaming arrangement will be evaluated on its task level experience. In the case of a teaming arrangement where the entity is relying on the experience of personnel, partners on the team, or a major subcontractor, the proposal must clearly explain "whose" experience, and "how" that experience is relevant to the effort required under the Performance Work Statement for this RFQ.

Sub-Factor 3 –Quality Assurance: Vendors shall provide a specific Quality Assurance Plan that will ensure compliance with the performance indicator specified in the Performance Work Statement. The Quality Assurance Plan must include systems and methods for periodic measurement, collection, and reporting of its performance data.

Sub-Factor 4 – Staffing Approach: Vendors shall describe their staffing approach including resumes for key personnel, letters of intent, any specialized expertise and their experience in projects of similar size, scope, complexity and results. Vendors shall demonstrate their ability to select, provide, maintain, and retain appropriate personnel, staffing levels, both in number and expertise, and necessary technical skills throughout the life of the task order. Retention of good employees is important for the stability of any program. The vendor's retention plan should specify in detail their corporate approach to retention of employees, including a detailed description of all employee benefits and incentives.

Sub-Factor 5 –Past Performance:

- (a) Vendors shall submit the information requested below as part of their quotation for both the vendor and any proposed subcontractors for subcontracts expected to exceed \$2,000,000.00. The information may be submitted prior to other parts of the quotation in order to assist the Government in reducing the evaluation period.
- (b) Contractors shall submit a list of at least 3 contracts and subcontracts completed in the last 3 years, and all contracts and subcontracts currently in process, which are similar in nature to this requirement.

(l) The contracts and subcontracts listed may include those entered into with Federal, State and local governments, and commercial businesses, which are of similar scope, magnitude, relevance, and complexity to the requirement which is described in the Performance Work Statement (PWS). Include the following information for each contract and subcontract listed:

(a) Name of contracting activity (include address, phone number & fax number)

(b) Point of Contact (include phone number and email address)

(c) Contract number.

(d) Contract title.

(e) Contract type.

(f) Brief description of contract or subcontract and relevance to this requirement.

(g) Total contract value.

(h) Dollar value of relevant work-Name of project/contract number

(i) Period of performance.

(j) Specify, by name, any key personnel who participated in this contract and are proposed to support the task order resulting from this RFQ. Also, indicate their contractual roles for both contracts.

(k) Contracting officer, telephone number, and E-mail address (if available).

(l) Program manager/project officer, telephone number, and E-mail address (if available).

(m) Administrative Contracting officer, if different from (k)above, telephone number, and E-mail address (if available).

(n) List of subcontractors (if applicable).

(o) Compliance with subcontracting plan goals for small disadvantaged business concerns, monetary targets for small disadvantaged business participation, and the notifications submitted under FAR 19.1202-4 (b), if applicable.

(c) Contractors should not provide general information on their performance on the identified contracts and subcontracts. General performance information will be obtained from the references.

(1) Contractors may provide information on problems encountered and corrective actions taken on the identified contracts and subcontracts.

(2) References that may be contacted by the Government include the contracting officer, program manager/project officer, or the administrative contracting officer identified above.

(3) If no response is received from a reference, the Government will make an attempt to contact another reference identified by the offeror, to contact a reference not identified by the offeror, or to complete the evaluation with those references who responded. The Government shall consider the information provided by the references, and may also consider information obtained from other sources, when evaluating an offeror's past performance.

(4) Attempts to obtain responses from references will generally not go beyond two telephonic messages and/or written requests from the Government, unless otherwise stated in the solicitation. The Government is not obligated to contact all of the references identified by the contractor.

(d) If negative feedback is received from a contractor's reference, the Government will compare the negative response to the responses from the contractor's other references to note differences. A score will be assigned appropriately to the contractor based on the information. The contractor will be given the opportunity to address adverse past performance information obtained from references on which the contractor has not had a previous opportunity to comment, if that information makes a difference in the Government's decision to include the contractor's quote as or exclude the contractor's quote as the most highly rated quotations. Any past performance deficiency or significant weakness will be discussed during discussions with contractors whose quotation was considered as the most highly rated quotation.

(e) Contractors must send Client Authorization Letters (see attachment 1) to each reference listed in their quotation to assist in the timely processing of the past performance evaluation. Contractors are encouraged to consolidate requests whenever possible (i.e., if the same reference has several contracts, send that reference a single notice citing all applicable contracts). Contractors may send Client Authorization Letters electronically to references with copies forwarded to the contracting officer.

(1) If a contractor has no relevant past performance history, a contractor must affirmatively state that it possesses no relevant past performance history.

(2) Client Authorization Letters should be mailed or E-mailed to individual references no later than five (5) working days after proposal submission. The contractor should forward a copy of the Client Authorization Letter to the contracting officer simultaneously with mailing to references.

(f) Each contractor may describe any quality awards or certifications that indicate the contractor possesses a high-quality process for developing and producing the product or service required. Such awards or certifications include, for example, the Malcolm Baldrige Quality Award, other Government quality awards, and private sector awards or certifications.

(1) Identify the segment of the company (one division or the entire company) which received the award or certification.

(2) Describe when the award or certification was bestowed. If the award or certification is over three years old, present evidence that the qualifications still apply.

(g) Past performance information will be used as an evaluation factor for award. The Past Performance Questionnaire identified in attachment 2 will be used to collect information on a contractor's performance under existing and prior contracts/subcontracts for products or services similar in scope, magnitude, relevance, and complexity to this requirement in order to evaluate contractors consistent with the past performance evaluation factor. References other than those identified by the contractor may be contacted by the Government and used in the evaluation of the contractor's past performance.

(h) Any information collected concerning a contractor's past performance will be maintained in the official contract file.

(i) Contractors with no relevant past performance history, or for whom information on past performance is not available, will be evaluated neither favorably nor unfavorably on past performance.

Sub-Factor 6. - Transition Plan

Vendors shall provide a detailed Transition Plan to affect a smooth transition so as to be fully operational on the effective date of the contract. The vendor shall describe the methodology to be used to affect the transition. EPA considers the following elements of equal importance.

a. The plan must address how the vendor proposes to assure minimum disruption to the EPA services described in the PWS.

b. The plan must identify and discuss the resolution of all problems that the vendor foresees.

c. The plan shall describe the methods, policies and procedures for accomplishing a timely and effective transition

d. The plan must identify specific steps and a timeline for accomplishing the transition. Include any meetings required with government staff necessary to accomplish the transition, and outline any critical accomplishments necessary for the assumption of responsibilities outlined in the RFQ.

e. The plan shall describe any meetings required with government staff necessary to accomplish the transition, and shall outline any critical accomplishments necessary for the assumption of meeting the requirements of the performance indicators/service level agreements as listed in section VI of the RFQ entitled "Acceptance Criteria."

Sub-Factor 7. Oral Presentation

Those contractors evaluated as the most highly rated quotations offered, considering both technical and price will be invited to present an oral presentation of their Written Quotation. This presentation must include the key personnel plus up to two additional individuals who will play key roles in the performance of the task order. Any clarifications identified by the Government as a result of their initial technical/price review must be addressed by the contractors during this presentation. After the initial presentation, the vendor will be given a scenario to present to the evaluation panel. EPA may have additional clarifying questions regarding a vendor's initial technical/price review and scenario presentation. Vendors will have time to prepare the answers to any additional questions. The information presented as a result of the clarifications requested from the initial technical/price review will constitute the contractor's revised proposal. If the answers to the government's questions require a change or addition to the technical proposal, these must be presented to the Government at the presentation. The Vendor will be allowed up to 30 MS PowerPoint slides.

Oral presentations will be scored to determine if proposed personnel validate the experience and resumes submitted with the written proposal and to evaluate technical knowledge and abilities that are not easily ascertainable through resumes. This section will not be scored in the first round of the technical evaluation. If a participant is determined to be unable to meet the EPA's requirement or terminates employment, Vendors will have one opportunity to substitute that person and submit the required resume and letter of commitment.

1.2 COST FACTOR

The contractor shall prepare a Cost Quotation in accordance with the information below.

Time & Material (T&M) Task Order

Cost – the contractor shall provide a T&M cost quotation for this Task Order. The cost quotation should provide an estimate of hours to accomplish the work described in the Task Order and shall provide a breakdown of these hours by labor category and rates per the contractor's GSA contract. Any discounts provided at the BPA level should be reflected in the price quotation and any additional offered discounts for this task order should be reflected and detailed as well. If subcontractor(s) labor rates are being proposed and the subcontractor(s) is a GSA contractor, the published labor rates plus any offered discounts should be provided as well. All other direct costs (ODC) shall be listed and detailed supporting information shall be provided with the initial price quotation. A task order ceiling shall be proposed and reflected in the Task Order. For any portion of work to be performed under a subcontract exceeding \$2,000,000.00, the Vendor shall identify the subcontractor name, the expected task being performed, and expected dollar amount in their cost quotation.

Options-- The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s). Subtask 5 WebSphere Portal is considered an optional task and shall be priced separately.

Other Direct Costs

All vendors shall use the following ODC estimates for use in their Cost Quotation:

NTE \$126,000.00

This ODC amounts apply to each task order year.

Service Contract Act

A wage determination is attached. If Vendors proposed any labor categories subject to the attached wage determination, the Vendor shall identify those labor categories and provide a certification that the wages paid to these employees are at least the prevailing rates and fringe benefits as set forth in the attached wage determination.

1.3 OTHER QUOTATION INFORMATION

This section provides additional information on the task order requirements, period of performance, key personnel, COI, etc.

1.3.1 On-site Contractor Support

☐ Yes ☐ No ☒ Both The task order requires on-site contractor support.

The hardware to be administered, supported and managed by each technical area is located on-site at EPA/RTP and EPA/HQ. However, secure remote administration is permitted.

1.3.2 Government Furnished Space or Property (GFP)

☒ Yes ☐ No. The task order involves the provision of government space. Currently there is limited on-site space in EPA EAST and Potomac Yards.

☒ Yes ☐ No. The task order involves the provision of GFP.

See attachment #4 for GFP list.

1.3.3 Additional Progress or Financial Reporting

☒ Yes ☐ No. The task order requires additional progress or financial reporting.

The contractor shall track costs by Working Capital Fund (WCF) code (as described in the Task Order Objectives Document, which is part of the PMO task order)..

1.3.4 Period of Performance (POP)

☒ Yes ☐ No. The task requires services beyond one year.

Base Period:

Date of Award to September 30, 2010

Option Periods:

1. October 1, 2010 to September 30, 2011
2. October 1, 2011 to September 30, 2012
3. October 1, 2012 to September 30, 2013
4. October 1, 2013 to September 30, 2014
5. October 1, 2014 to September 30, 2015
6. October 1, 2015 to September 30, 2016

1.3.5 KEY PERSONNEL

☒ Yes ☐ No The task will specify specific positions that are considered key.

Contract Task Order Manager must have a minimum of a 5 years general experience managing IT task orders of similar size, scope and technical complexity.

1.3.6 OTHER SUPPORT PERSONNEL

This task order will also specify requirements for specific positions that are considered important support positions necessary to ensure success in each task area.

Lotus Notes Email and Collaboration Tools Administration

- Email and Collaboration Tools Administrators must have a minimum of 5 years experience working directly with most current releases of Lotus Notes, Domino, and Lotus Collaboration Tools (e.g., Sametime, Quickr, Websphere, etc.) administration.
- Notes Administrators must have a minimum of 5 years experience troubleshooting both server/client side issues of most current releases of Lotus Notes, Domino, and Lotus Collaboration Tools (e.g., Sametime, Quickr, Websphere, etc.) and dealing directly with customers.
- WebSphere Portal Administrators must have at least 3 years of experience installing and configuring portal in a Linux and Windows environment.
- Notes Developers must have at least 5 years of experience performing the full range of

- application development activities using LotusScript.
- Notes Developers must have at least 5 years of experience developing applications using the Lotus Formula Language and Java.
- No less than one-third of the National Notes Support Staff must be industry certified subject matter experts.

Mobile Devices Administration

- Mobile Device Administrators must have a minimum of 5 years experience working directly with Blackberry administration.
- Mobile Device Administrators must have a minimum of 5 years experience troubleshooting both server/client side Blackberry problems and dealing directly with customers.
- No less than one-third of the Mobile Devices Support Staff must be industry certified subject matter experts.
- Mobile Device Administrators should have experience with administration of non-Blackberry Mobile Devices as well.

1.3.7 CONFLICT OF INTEREST

The services to be performed under this Task Order present:

- ☒ No Conflict of Interest
- ☐ An Actual Conflict of Interest
- ☐ Potential Conflict of Interest

1.4 QUALITY ASSURANCE

The contractor shall propose a Quality Assurance Plan that is commensurate with the size and complexity of this task order.

The contractor's Quality Assurance Plan shall describe the quality assurance measures (e.g., type, method, and frequency of product review) to be applied to the task.

2. EVALUATION CRITERIA

EPA intends to issue the Task Order to the contractor offering the best value to the Government. The Technical and Cost Factors will be evaluated to determine the solution with the highest quality and lowest risk providing the best value to the Government. Quotations will be evaluated on the basis of strengths, weaknesses, and risks for each of the following factors, with the Technical Factors being significantly more important than the Price Factor.

2.1 TECHNICAL FACTOR

Sub-Factor 1 – Technical Approach (20 Points):

Knowledge of and Technical Approach to the Performance Work Statement (PWS)

The following factors will be evaluated and are considered of equal importance:

- a. Understanding of the technical requirements in the PWS.
- b. Illustration of a technical approach that is technically sound, logistically appropriate, and efficient.
- c. Demonstration of an approach that reflects an understanding of the program's objectives, operating environment and constraints, and relationship of information and IT to those objectives.

Sub-Factor 2 – Task Level Experience (15 points): The contractor will be evaluated on its demonstrated experience in projects of similar size, scope, complexity and results.

Sub-Factor 3 –Quality Assurance (10 points):

The contractor's proposed Quality Assurance Plan will be evaluated to the extent that it is:

- a) Aligned clearly with the project objectives,
- b) Comprehensive in its ability to measure, quantify, track, and report operational performance(e.g., decision-making), program implementation, project management, customer satisfaction, and mission results, where feasible, and
- c) Tied to performance incentives and disincentives that are outlined in the Task Order's PWS. .

Sub-Factor 4 – Staffing Approach (20 points): EPA will evaluate the demonstrated capability of proposed Key Personnel to perform the PWS, as evidenced by meeting the required minimum work experience, education, demonstrated ability, and availability. Contractors shall submit resumes for each of those individual who are proposed as Key Personnel under this contract. Also, offerors shall submit a letter of intent for each individual proposed as Key Personnel for this task order. For personnel other than those specified as "Key", will be evaluated on their qualifications to provide the requested services and demonstrated experience in projects of similar size, scope, complexity and results. Contractors shall also demonstrate their ability to select, provide, maintain, and retain appropriate personnel, staffing levels, both in number and expertise, and necessary technical skills throughout the life of the task order.

Sub-Factor 5 – Past Performance (25 points): Quotes will be evaluated on the extent to which they show relevant performance and likelihood of success in meeting the Government's requirements as identified in the Statement of Work with a demonstration of successful past performance in quality of products or services, timeliness of performance, effectiveness of management, initiatives in meeting requirements, response

to technical direction, responsiveness to performance problems, compliance with cost estimates, customer satisfaction, and overall performance.

Demonstrated successful past performance of the offeror and any major subcontractors as evidenced by information gathered concerning the identified list of contracts and subcontracts completed during the past three (3) years and those currently in process or if work is ongoing, a substantial amount of the work shall have been performed by the date of quote submission. Work which would be considered similar includes: Information technology support comparable in size and complexity to the services requested in this Request for Quotations. The operation(s) should be specifically identified, and information submitted must include the scope of operations and any other information you feel is pertinent to establish your firm's capability to perform under this requirement. The contractor's past performance will be evaluated based on the information contained in the Past Performance Questionnaires or any other information that is available to the Government.

-- (Instructions: As discussed in the quotation instructions, offerors shall submit information on the three (3) most recent contracts and subcontracts completed during the past three (3) years and all contracts and subcontracts currently in process for similar work. This should include information on three (3) contracts and subcontracts and may include similar contract(s) with the Federal, state and local governments, as well as commercial businesses. Information should be provided as indicated in the provision.)

-- Note: As discussed in the quotation instructions, if an offeror has no available past performance, a neutral rating of "Adequate" (score = 3) will be assigned for the past performance factors.

Sub-Factor 6 – Transition Plan (10 points):

EPA will evaluate the vendor's transition plan of how work will be transitioned from ITS-EPA to ITS-EPA II for completeness and feasibility. EPA will evaluate the specificity and effectiveness of the vendor's transition plan (plan to assume the functions currently being performed) based on all five factors a-e of Section 1.1 subfactor 6.

Sub-Factor 7 – Oral Presentation (15 additional points): Vendors will be given a scenario of a possible event that could occur under this task order. EPA will evaluate vendor's responses to the scenario to determine if proposed personnel validate the experience and resumes submitted with the written proposal and to evaluate technical knowledge and abilities that are not easily ascertainable through resumes.

2.2 COST FACTOR

Proposed costs will be evaluated to determine if the estimates are realistic for the work to be performed, reflect a clear understanding of the requirements, and are consistent with the unique methods of performance. The proposed cost will be evaluated to determine if it is unreasonable

in relation to the proposed technical and management approaches and in comparison with the Independent Government Cost Estimate (IGCE).

3. PERFORMANCE WORK STATEMENT (PWS)

I. Background

EPA's email service is provided to approximately 24,000 users across the country. These users consist of EPA staff and approved contractors, as well as groups and test accounts, with a reliable, highly available (99.95% availability), feature-rich and cost effective email service. Agency email is standardized around the Lotus Notes platform (current release 8.5), and includes messaging, scheduling, workflow, communication, calendaring, remote email access capabilities (e.g., blackberry, Web mail), storage management, archiving, foldering, backup, disaster recovery, spam filtering, virus protection, and security. The email service provides the national infrastructure and email user accounts managed in accordance with EPA policy and to defined service levels for capacity, availability, performance and recovery. In addition to email services, the Contractor shall provide support for mobile devices and Lotus collaboration tools. The service provider shall deliver all services in accordance to the services management framework with adherence to key ITIL processes to ensure a high-level of customer and service satisfaction.

The Infrastructure Operations Branch (IOB) of the Enterprise Desktop Services Division (EDSD) is responsible for providing operational support for EPA's:

1. National Email Services administered in RTP, NC
2. HQ Email Services administered in Washington, DC
3. Mobile Device Services administered in RTP, NC and Washington, DC
4. Lotus Collaboration Tools in RTP, NC and Washington, DC.

Specific requirements for each are outlined in the subtasks below. HQ Operations include application layer support only. RTP National Email, Mobile Device, and Lotus Collaboration Operations include hardware, operating system, and application layer support until Hosting group assumes hardware and operating system support.

II. Scope of Requirements

Subtask 1 – National Email Services (Services provided under this Subtask shall be charged to Working Capital Cost Center DG)

The Contractor shall:

- 1) Manage, administer, support, configure, and analyze performance of, implement improvements in, and operate National Notes and Email Support (NNES) systems with Lotus Notes administrators and developers.
- 2) Administer and support EPA central email system infrastructure that today consists of 6 Linux SMTP Message Transfer Agent (MTA) systems, 2 Lotus Notes SMTP gateways

and 1 Linux Spam quarantine. The Contractor shall be responsible for hardware and operating system administration.

- 3) Ensure a testing environment is in place that is capable of supporting compatibility testing, problem resolution, and troubleshooting so that new releases can be tested and problems resolved. Testing should include, but not limited to, Notes server software, Notes client software, supplemental virus software (Anti-Virus), and Spam software.
- 4) Ensure compliance with standards for the configuration of the email clients and the desktop configuration.
- 5) Provide monthly workload data for working capital fund (WCF) purposes based on information contained in the Domino Directory. The workload data that is currently being provided is for the following services: DG - Electronic Mail, DA - Agency Desktop Connectivity, DS - Desktop Subscriptions, WH - Headquarters Email Services, DF - WebForms, KS - Telecommunications and Security, and CM - Enterprise Content Management System.
- 6) Utilize new technology tools for email de-duplication to achieve efficiencies in the area of Storage Management. Domino Attachment and Object Service (DAOS) is currently being tested and targeted for Agency use.
- 7) Support remote access to email services in accordance with Agency Security policy.
- 8) Develop operational procedures, operator's guides, user support guides, disaster recovery procedures, security guidelines, security plans, and hints-tips-and-tricks references for the EPA Email and related technologies where applicable.
- 9) Ensure compliance with email archiving and retention, backup (Schedules 161 and 165), records management, and other legal (FOIA, eDiscovery) requirements/retention policies.
- 10) Maintain Tier 2 Telephone and Email Support for Agency admins from 6:00am – 9:00pm ET Monday through Friday. After-hours and weekend support may be required as EPA email services are mission critical 24X7/365 days operations.

Operations and Operational Management

- 1) When email mailbox quota requirements are established, the Contractor shall ensure compliance.
- 2) Communicate unscheduled outages to EPA within 30 minutes of outage. Upon restoration of service, conduct a Root Cause Analysis (RCA) of outage and/or major issue and provide a report to the TO COR within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.
- 3) Enable the ability for local administrators to move users within their organization or outside of their organization.
- 4) Enable the ability for local administrators to create, manage and administer webmail accounts.
- 5) Enable the ability for local administrators to manage the process and validate the removal of terminated users from the EPA email system.
- 6) Enable ability for local administrators to create and delete groups in the Domino Directory.
- 7) Enable ability for local administrators to reset lost passwords and fully expired ID files.

- 8) Perform Domino Directory administration and maintenance for the Agency to ensure it contains accurate information.
- 9) Enable local administrators to provide for delegated user provisioning/administration of email accounts.
- 10) Provide local administrators the ability to create, manage, and support new Notes user accounts.
- 11) Provide ability to local sites to create and maintain resource reservation database for calendaring, scheduling, and/or equipment use.
- 12) Provide the ability to local administrators to create and modify mail-in databases and/or deploy custom databases.
- 13) Respond to Office of Inspector General (OIG) requests as directed by EPA.

Monitoring

- 1) Provide automated tools for monitoring service delivery (e.g., availability, capacity, access, and forensics) and adherence to EPA security policy.
- 2) Develop and analyze reports based on monitoring data and escalate and address issues as appropriate.

Maintenance

- 1) Install, upgrade, test, patch, and maintain system software on the NNEs systems which is required for continued functionality or to correct software malfunctions.
- 2) Request scheduled outages no less than 21 days in advance to ensure ample time for approval and customer notification. All scheduled maintenance should begin after 9:00pm ET. All services must be restored by 4:00 AM the next business day.

Security/Encryption

- 1) Ensure compliance with applicable security policies, standards, and procedures, including but not necessarily limited to federal (e.g., OMB, FISMA, EPA) and contract-specific requirements.
- 2) Review, analyze, and implement necessary fixes to alerts issued by EPA's Computer Incident Security Response Capability (CSIRC) and/or other security advisories.
- 3) Develop and maintain the system security plan in accordance with EPA security policy, which will be provided at the time of award.
- 4) Respond to assigned Automated System Security Evaluation and Remediation Tracking (ASSERT) tasks as directed by EPA.
- 5) Support FIPS 140-2 encryption for remote access to email.
- 6) Support inbound and outbound Notes encryption for remote access.

Database Management/Administration

- 1) Develop/update and implement the existing process for local administrators to use for adding, deleting, and/or changing information in the Notes directory for registered EPA Email users.
- 2) Maintain the National Email Registration Database (NERD), an interface to the Domino Directory.

- 3) Manage Lotus Notes application environment for internal and external access.
- 4) Ensure database links work across the enterprise, not just per site.
- 5) Provide Lotus Notes application and template development services.
- 6) Provide a secure Notes application hosting server, with backup, so that only Notes encrypted sessions are allowed on that server.

Integration and Maintenance

- 1) Provide support to ensure export of email and application integration with records management (ECMS) and other tracking systems (CMS – Correspondence Management System), etc.
- 2) Research and resolve software integration and compatibility issues allowing migration from the current suite of Lotus Notes products to upgraded products and releases. Develop a plan that includes the steps necessary for resolving application conflicts.
- 3) Support integration of supported DBMS external systems through Lotus Enterprise Integrator (LEI) environment.
- 4) Support integration of Domino Directory with EPA Identity Management (IDM) solution, Active Directory (AD) and Oracle Internet Directory (OID).

Testing and Transition

- 1) Maintain a test environment for Lotus Notes software.
- 2) Develop and execute a Lotus Notes software refresh and upgrade plan.

Service Releases and Upgrades

- 1) Test and upgrade Agency software ensuring a high level of compatibility between the EPA systems and Lotus Releases.
- 2) Deploy Lotus Notes point release upgrades, including related products, on national Notes servers as directed by EPA. Provide upgrade assistance for local Notes servers as necessary.

Training

- 1) Train and assist Administrators with hardware and software utilization.
- 2) Develop Notes Administration courses and provide formal classroom and web training to Agency Administrators.
- 3) Develop and maintain online Standard Configuration Documents for Email, collaboration and related services.
- 4) Develop and maintain National Notes Administrators Knowledgebase to serve as support resource for Notes Admin community.

Property

- 1) Maintain inventory of NNEIS systems hardware and software in EPA Property Management Database (PMD).

COOP/DR

- 1) Operate and administer fail-over system for the central email system infrastructure.

Subtask 2 – HQ Email (Services provided under this Subtask shall be charged to Working Capital Cost Center WH)**The Contractor shall:**

- 1) Ensure email service is fully functional 100% of the time 24X7/365 days. Outages or Domino server issues reported during the core hours must be addressed immediately upon notification or detection of a problem to be addressed. The problem/outage should be reported to the TO COR, researched, and resolved within 30 minutes. If the problem cannot be resolved within 30 minutes, a report that provides the plan/proposed steps to be taken to resolve the problem is to be presented to the TO COR within 4 hours.
- 2) The Lotus Domino servers are to be configured and maintained in a clustered state with the failovers available with a 100% up-time. Primary and clustered servers should never be taken off line during the same hours unless dictated by an emergency or scheduled server outages. If the primary server is off line and the failover server is still on line, outside of scheduled outages, primary mail server is considered as an outage because full email access has been rendered unavailable.
- 3) Maintain Level 2 Telephone and Email Support for Headquarters admins from 6:00am – 6:30pm ET Monday through Friday. Support services are requested through the EPA Call Center. On-call after-hours and weekend support is required to maintain the EPA email services mission critical 24X7/365 days operations. The problem/outage should be reported to the TO COR, researched, and resolved within 30 minutes. If the problem cannot be resolved within 30 minutes, a report that provides the plan/proposed steps to be taken to resolve the problem is to be presented to the TO COR within 4 hours. Upon restoration of service, conduct a Root Cause Analysis (RCA) of outage and/or major issue and provide a report to the TO COR within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.
- 4) Domino application server maintenance in addition to any and all work that must be performed on the Domino server(s) must take place between 8:00 PM and 4:00 AM. All services must be restored by 4:00 AM the next business day.
- 5) Make available the email archives to the EPA customers on a separate server beyond the 365 days they are kept on the primary server. The archive servers should be managed in accordance with the HQ Email Services Definitions of Support referenced at the end of Subtask 2.
- 6) Ensure a testing environment is in place that is capable of supporting compatibility testing, problem resolution, and troubleshooting so that new releases can be tested and problems resolved.
- 7) Allocate storage as required/in response to request from Office of General Counsel (OGC) and Office of Inspector General (OIG) for confidential data.
- 8) Ensure compliance with standards for the configuration of the Domino servers, email clients and the desktop configuration.
- 9) Coordinate and ensure integration with Customer Technology Solutions (CTS) Solutions Provider.
- 10) Utilize new technology tools for email de-duplication to achieve efficiencies in the area of Storage Management. Domino Attachment and Object Service (DAOS) is currently being tested and targeted for Agency use.

- 11) Perform routine tasks which include but are not limited to performing daily inspections of Lotus Notes server status logs and investigate and resolve errors; perform daily checks of available system storage capacity; prepare deliverables as requested.
- 12) Support remote access to email services in accordance with Agency Security policy.
- 13) Develop operator's guides, user support guides, disaster recovery procedures, security guidelines, security plans, and hints-tips-and-tricks references for the EPA Email and related technologies where applicable.
- 14) Use the Standard Operations Procedures (SOPs) for Lotus Notes with the option to update the content and implement new SOPs with EPA approval. Store all HQ Standard Operating Procedures (SOP) in a Lotus Notes DB, using a Document Library Template, or other template approved by the TO COR.
- 15) Perform routine Domino application maintenance on all Lotus Notes servers monthly to maintain a high level of database optimization.
- 16) Ensure compliance with email archiving and retention, backup (Schedules 161 and 165), records management, and other legal (FOIA, eDiscovery) requirements/retention policies.
- 17) Provide resolutions to Level 2 problems for Headquarters users as reported via the designated standard problem reporting system for the agency. Tickets entered into the problem reporting system are to be put into progress and responded to within 4 hours of receipt. Ensure a timely resolution to all reported problems to meet the goal of resolving 95% of the reported issues within 4 hours per the HQ Email Services Definitions of Support at the end of Subtask 2
- 18) Coordinate with Hosting group to insure that a backup from the previous night is available prior to performing any major/significant changes to the email system.
- 19) Work with the Hosting Group to ensure that coordination is clear when maintenance and other operations pertaining to email need to be performed.
- 20) Configure thumb drives and provide support based on the current EPA standard and implement changes as required.
- 21) Coordinate technical support for the Sametime services that relate to the functionality of email and install the Sametime application when upgrades are available.
- 22) Prepare presentations when required for conferences and attend conferences when required.

ID Services Management

- 1) Ensure compliance with email mailbox quota requirements.
- 2) Move users within their organization or outside of their organization.
- 3) Create, manage and administer webmail accounts.
- 4) Manage the process and validate the removal of terminated users from the EPA email system.
- 5) Create and delete groups in the Domino Directory.
- 6) Reset lost passwords and fully expired ID files. Also support the use of technology (Lotus Notes ID Vault or other) to allow CTS vendor to reset passwords.
- 7) Perform Domino Directory administration and maintenance to ensure it contains accurate information.
- 8) Utilize new technology to more efficiently manage the ID services process.
- 9) Provide for delegated user provisioning/administration of email accounts.
- 10) Create, manage, and support new Notes user accounts.

- 11) Create and maintain resource reservation database for calendaring, scheduling, and/or equipment use.
- 12) Create and modify mail-in databases and/or deploy custom databases.
- 13) Maintain and improve all databases created to support the ID Services function: including but not limited to HQ ID Services, ID Archive Database, Backup NAB for Deletes. Create future supporting databases as needed.
- 14) Perform ID Services functions in accordance with the Service Level Agreement (SLAs) stipulated in Appendix B that may be updated/changed with approval from TO COR.

Monitoring

- 1) Provide automated tools for monitoring service delivery (e.g., availability, capacity, access, and forensics) at the application layer.
- 2) Develop and analyze reports based on monitoring data and escalate and address issues as appropriate.

Maintenance

- 1) Install, upgrade, test, patch, and maintain system software for Lotus Domino on the HQ systems which is required for continued functionality or to correct software malfunctions.
- 2) Communicate unscheduled outages to the EPA Call Center and the CTS Service Desk within 30 minutes of the outage. Upon restoration of service, conduct a Root Cause Analysis (RCA) of outage and/or major issue and provide a report to the TO COR within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.
- 3) All requests for scheduled outages must be sent to the TOCOR no less than 21 days to ensure ample time for approval and customer notification.
- 4) The Contractor shall notify the EPA Call Center and the CTS Service Desk and communicate the scheduled outages to the user community no less than 14 days in advance to ensure ample customer notification.
- 5) All scheduled maintenance should begin after 8:00 PM ET and all services shall be restored by 4:00 AM the next business day.
- 6) All communication criteria will apply to any and all changes made to Lotus Notes within the maintenance schedule or outside of the same.

Security/Encryption

- 1) Ensure compliance with applicable security policies, standards, and procedures, including but not necessarily limited to federal (e.g., OMB, FISMA, EPA) and contract-specific requirements.
- 2) Review, analyze, and implement necessary fixes to alerts issued by EPA's Computer Incident Security Response Capability (CSIRC) and/or other security advisories
- 3) Develop and maintain the system security plan in accordance with EPA security policy, which will be provided after award.
- 4) Respond to assigned Automated System Security Evaluation and Remediation Tracking (ASSERT) tasks as directed by EPA.
- 5) Support FIPS 140-2 encryption for remote access to email.

- 6) Support inbound and outbound Notes encryption for remote access.

Database Management/Administration

- 1) Add, delete, and/or change information in the Notes directory for registered EPA Email users.
- 2) Manage Lotus Notes application environment.

Integration and Maintenance

- 1) Provide support to ensure export of email and application integration with records management (ECMS) and other tracking systems (CMS - Correspondence Management Systems), etc.
- 2) Research and resolve software integration and compatibility issues allowing migration from the current suite of Lotus Notes products to upgraded products and releases. Develop a plan that includes the steps necessary for resolving application conflicts.

Service Releases and Upgrades

- 1) Test and upgrade Agency software ensuring a high level of compatibility between the EPA systems and Lotus Releases.
- 2) Coordinate new releases upgrades with user provisioning/desktop service providers to ensure compliance with the agencies standard Lotus Notes Configuration, (client version, template, etc.)
- 3) Deploy Lotus Notes point release upgrades, including related products, on HQ Notes servers as directed by EPA.

Training

- 1) Develop Notes courses and provide formal classroom and/or web-based training to Agency end-users as new releases are deployed.
- 2) Coordinate the training effort with CTS to coincide with client point release upgrades.

COOP/DR

- 1) Operate and administer Continuity of Operations (COOP) system, Emergency Operations Center (EOC) and Disaster Recovery (DR) functionality and provide technical support during day-to-day operations as needed, on-site desktop and Notes Server application support during scheduled exercises and actual disasters.
- 2) The Contractor shall create and support the COOP thumb drive devices containing the Notes client, user ID and address book for up to 150 COOP Emergency Relocation Group (ERG) at the request of the TOCOR. The devices will be furnished by the government (GFE).

Subtask 2 – HQ Email Services

Definitions of Support:

The 2nd level technical support (HQ Lotus Notes Team) shall provide assistance to the CTS Technicians and other local helpdesks as follows:

- 1) Ensure Email and Lotus Notes are fully operational daily and adhere to EPA Standard Operations Procedures;
- 2) Monitor Lotus Notes Server application to ensure optimum performance through the use of monitoring tools either within Notes or third party, and research and identify methods of improvement;

- 3) Address email problems as they present themselves within the Lotus Notes environment; client issues, server application issues;
- 4) Upgrade Lotus Notes servers to next point release and provide technical support for the upgrading of the client to next point release;
- 5) Daily perform a server check of the mailboxes to ensure mail is routing internally and externally without incident and resolve any problems;
- 6) Maintain the proper security on Lotus Notes application servers as it pertains to server application;
- 7) Utilize the Change Management system to effect changes to the Notes Environment in accordance with EPA policy/procedures.
- 8) Report and resolve all 2nd Level problems reported via ticket submission.
- 9) Ensure that maintenance is performed on Lotus Notes servers at the various Headquarters locations;
- 10) Escalate problems to higher levels of technical support to bring about expeditious resolutions. If the problem cannot be resolved within 4 hours, EPA should be notified of escalation plans. If the contractor is reasonably sure the problem can be resolved by their technical staff, and the higher escalation is not needed, then the contractor shall communicate to the TO COR of the plan to resolve the problem without further escalation.
- 11) Communicate with the EPA Notes Team all expected and unexpected outages;
- 12) Provide Notes email training to EPA users as defined in section entitled Training.
- 13) Assist with the development, design and implementation of those databases used to support the ID Services function and other areas as it pertains to the 3rd Level support area;
- 14) Coordinate regular meetings with the TO COR and/or other Federal customers as required;
- 15) Maintain the certificates relevant to the Secure Socket Layer (SSL) in accordance with the requirements on email and application servers.
- 16) Report and resolve all 3rd Level problems reported via ticket submission.
- 17) Configure USB drives with Lotus Notes Clients and user ID for 100% of the essential employees provided by EPA.
- 18) Maintain an accurate count of all USB drives and updated COOP list 100% of the time.

Subtask 3 – Mobile Devices (Services provided under this Subtask shall be charged to Working Capital Cost Center MD)

The Contractor shall:

- 1) Manage, administer, support, configure, and operate EPA Mobile Device Systems with highly skilled, experienced Blackberry/Mobile Device administrators.
- 2) Administer and support EPA Blackberry system infrastructure that today consists of four production Blackberry Enterprise Servers (BES), one Blackberry Attachment Server, one SQL server, one Boxtone Monitoring server, and one passive backup server.
- 3) Ensure a testing environment is in place that is capable of supporting compatibility testing, problem resolution, and troubleshooting so that new releases can be tested and problems resolved.

- 4) Develop operational procedures, operator's guides, user support guides, disaster recovery procedures, security guidelines, security plans, and hints-tips-and-tricks references for Blackberry/Mobile Devices technologies where applicable.
- 5) Ensure compliance with email archiving and retention, backup (Schedules 161 and 165), records management, and other legal (FOIA, eDiscovery) requirements/retention policies.
- 6) Maintain Tier 2 Telephone and Email Support for Agency admins from 6:00am – 9:00pm ET Monday through Friday. After-hours and weekend support may be required as EPA mobile device services are mission critical 24X7/365 days operations. Support services are requested through the EPA Call Center.

Operations and Operational Management

- 1) Create, manage and administer Blackberry/Mobile Device user accounts. There are currently approximately 4,000 EPA Blackberry users.
- 2) Manage the process and validate the removal of terminated user accounts.
- 3) Communicate unscheduled outages to EPA within 30 minutes of outage. Upon restoration of service, conduct a Root Cause Analysis (RCA) of outage and/or major issue and provide a report to the TO COR within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.

Maintenance

- 1) Install, upgrade, test, patch, and maintain Blackberry/Mobile Device system software which is required for continued functionality or to correct software malfunctions.
- 2) Request scheduled outages no less than 21 days in advance to ensure ample time for approval and customer notification. All scheduled maintenance should begin after 9:00pm ET.

Security/Encryption

- 1) Ensure compliance with applicable security policies, standards, and procedures, including but not necessarily limited to federal (e.g., OMB, FISMA, EPA) and contract-specific requirements.
- 2) Review, analyze, and implement necessary fixes to alerts issued by EPA's Computer Incident Security Response Capability (CSIRC) and/or other security advisories.
- 3) Develop and maintain the system security plan in accordance with EPA security policy.
- 4) Respond to assigned Automated System Security Evaluation and Remediation Tracking (ASSERT) tasks as directed by EPA.
- 5) Support FIPS 140-2 Encryption for Blackberry/Mobile Devices, including data at rest and in motion.

Monitoring

- 1) Collect and analyze mobile device/server performance data (using Boxtone Application or other applicable monitoring tool). Address issues, implement improvements and escalate issues to EPA as appropriate.
- 2) Ensure user adherence to EPA security policy.

Database Management/Administration

- 1) Operate and manage Blackberry/Mobile Device application environment

Service Releases and Upgrades

- 1) Test and upgrade software ensuring a high level of compatibility between the Blackberry/Mobile Device systems and Lotus Releases.

Training

- 1) Train and assist Administrators with device utilization.
- 2) Develop Blackberry/Mobile Devices Administration courses and provide formal classroom and web training to Agency Administrators.
- 3) Develop and maintain online Standard Configuration Documents for Blackberry/Mobile Devices.
- 4) Develop and maintain troubleshooting support resources for Admin community.

COOP/DR

- 1) Operate and administer fail-over system for the Blackberry/Mobile Devices system infrastructure.

Subtask 4 – Lotus Collaboration Tools (Services provided under this Subtask shall be charged to Working Capital Cost Center EC-Extended Collaboration and NX-Extranet Collaboration)

The Contractor shall:

- 1) Operate and administer Sametime internally accessible servers (currently located in RTP and HQ) providing for web conferencing, instant messaging, and presence awareness for Agency customers.
- 2) Operate and administer Sametime externally accessible server (currently located in RTP) providing for secure web conferencing with external users.
- 3) Operate and administer National Sametime Gateway server (currently located in RTP) providing for secure instant messaging and presence awareness with users of web-based IM clients (AOL, yahoo, etc.).
- 4) Coordinate standard configuration and connection of distributed Sametime server community within the Agency.
- 5) Operate and administer National Quickr internally and externally accessible servers (currently located in RTP) providing for team collaboration through secure workspaces on the Web.

Infrastructure Support

- 1) Ensure all Collaboration servers are available and operational 24X7/365 days, unless a scheduled shutdown is required for maintenance.

- 2) Perform regular backup and recovery activities, updates to software and firmware, archiving, upgrades, consistency checks, patches/fixes, maintaining indexes, performance tuning, migrations, monitoring and space management.
- 3) Monitor the life expectancy of the hardware and software and inform the TO COR if upgrades are needed to prevent equipment and software from being outdated and/or no longer supported by contractor. Upon approval from TO COR, the Contractor shall install hardware and upgrade software to ensure the applications remain functional.
- 4) Establish a test environment for troubleshooting issues, testing new changes, fixes and upgrades.

Server/Database Administration and Monitoring

- 1) Perform daily monitoring of log files and statistical data from the administration client to monitor system availability, failures, performance, usage and capacity.
- 2) Manage security controls based on EPA policies when administering access to the various collaborative technologies.
- 3) Ensure the configuration settings are adequately defined for each application per Agency requirements. Contractor shall obtain approval from TO COR when uncertain about a particular setting.
- 4) Manage internal and external Quickr places which include, but is not limited to, performing the following task: creating new places, renaming existing places, removing places, unlock/locking places on the server, archiving places and registering/unregistering place documents in the place catalog.
- 5) Ensure EPA security policies and procedures are implemented as directed.
- 6) Provide Log files for remote access servers as specified in EPA Security policy.

Troubleshooting/Problem Resolution

- 1) Provide Tier 2 support to Notes administrators agency-wide on technical and user issues pertaining to the Collaboration tools 6:00am – 9:00pm ET Monday through Friday. After-hours and weekend support may be required as collaboration services are mission critical 24X7/365 days operations. Contractor shall analyze the problem to determine whether it is caused by user error or system defect. If it is a system problem, the Contractor shall recommend a solution and implement upon approval from TO COR. Support services are requested through the EPA Call Center.
- 2) Communicate unscheduled outages to EPA within 30 minutes of outage. Upon restoration of service, conduct a Root Cause Analysis (RCA) of outage and/or major issue and provide a report to the TO COR within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.
- 3) Frequent status updates will be provided for all high priority issues until the problem is resolved. The TO COR will classify the problem as a high priority issue.
- 4) Maintain a knowledgebase (web and Notes enabled) of common issues that can be shared with Agency Notes Administrators.

Security/Encryption

- 1) Ensure compliance with applicable security policies, standards, and procedures, including

but not necessarily limited to federal (e.g., OMB, FISMA, EPA) and contract-specific requirements.

- 2) Review, analyze, and implement necessary fixes to alerts issued by EPA's Computer Incident Security Response Capability (CSIRC) and/or other security advisories.
- 3) Develop and maintain the system security plan in accordance with EPA security policy.
- 4) Respond to assigned Automated System Security Evaluation and Remediation Tracking (ASSERT) tasks as directed by EPA.
- 5) Support FIPS 140-2 Encryption requirements as applicable.

Maintenance

- 1) Request scheduled outages no less than 21 days in advance to ensure ample time for approval and customer notification. All scheduled maintenance should begin after 9:00pm ET.
- 2) Install, upgrade, test, patch, and maintain system software which is required for continued functionality or to correct software malfunctions.

Training/Documentation

- 1) Develop training materials and support customer use of Lotus Collaboration Tools. This documentation should aid staff in training users on new or modified system features. The documentation should be clear and concise so that the material is easily understood. This documentation should be stored in the OTOP Tips and Tricks DB in the "Collaboration Technologies" category.
- 2) Develop new and/or update the system documentation for each application.
- 3) Prepare and update Standard Operating Procedures (SOPs) and user guides as system changes, fixes and new business processes are implemented.
- 4) Provide End User Tips and Tricks web enabled Lotus Notes DB, so that videos and documents on Email and Collaboration/Mobile technologies can be viewed and commented on by end users (response, response to response). This DB should be for all OTOP support tasks and be an Enterprise resource for sharing.
- 5) Provide training on new collaboration technologies/techniques, and using videos

COOP/DR

- 1) Operate and administer fail-over system that would ensure the Collaboration tools are available in the event of an emergency and/or easily recoverable in the event of a disaster.

Subtask 5 – Optional Task – WebSphere Portal

This optional task will be evaluated as part of the ordering activity's best value determination and although EPA is not committed beyond the basic email support services, the agency may exercise this optional task unilaterally, provided that (1) funds are available; (2) the requirement covered by the optional task fulfills an existing government need; (3) prior to exercising the optional task, the ordering activity ensures that it is still in the government's best interest (i.e., that the optional task is the most advantageous method of fulfilling the government's need, price

and other factors considered); and (4) this optional task does not extend beyond the period of the contract, including option year periods.

The Contractor shall:

- 1) Establish a new WebSphere Portal production environment for internal and external use.
- 2) Ensure all primary portal servers are on line and fully functional 99.95% of the time for core business hours of 6:00am – 9:00pm ET Monday through Friday. Outages or Domino server issues reported during the core hours must be addressed immediately upon notification or detection of a problem to be addressed. The problem/outage should be reported to the TO COR, researched, and resolved within 30 minutes. If the problem cannot be resolved within 30 minutes, a report that provides the plan/proposed steps to be taken to resolve the problem is to be presented to the TO COR within 4 hours.
- 3) The portal servers are to be configured and maintained in a clustered state with the failovers available with a 99.95% up-time. Primary and clustered servers are never taken off line during the same hours unless dictated by an emergency or scheduled server outages. If the primary server is off line and the failover server is still on line, outside of scheduled outages, primary mail server is considered as an outage because full email access has been rendered unavailable.
- 4) Request scheduled outages no less than 21 days in advance to ensure ample time for approval and customer notification. All scheduled maintenance should begin after 9:00pm ET.
- 6) Portal server maintenance in addition to any and all work that must be performed on the portal server cannot be performed until 9:00pm.
- 7) Conduct a Root Cause Analysis (RCA) of outages and major issues and provide a report to the TO COR within 2 business days. The report should include a description of the issue, the corrective action taken to resolve the issue, and the preventive action required to ensure the issue does not happen again.
- 8) Recommend new solutions that can be integrated into the portal, such as Lotus Connections, in accordance with Lotus releases and as requested by EPA.

Infrastructure Support

- 1) Install, configure and manage WebSphere Portal servers in the production environment. The production servers should be clustered for higher availability (failover), greater scalability (load balancing) and easier management. The portal environment will consist of several different types of servers, such as HTTP, Portal, database server, deployment manager and WCM Authoring server.
- 2) Integrate Lotus applications (i.e. email, Quickr, calendar, Sametime) and other collaborative Notes technologies into the Websphere Portal with Notes/Domino Enterprise Single Sign-on. The portal shall authenticate with existing EPA LDAP directories.
- 3) Perform regular backup and recovery activities, updates to software and firmware, archiving, upgrades, consistency checks, patches/fixes, maintaining indexes, performance tuning, migrations, monitoring and space management.
- 4) Monitor the life expectancy of the hardware and software and inform the TO COR if upgrades are needed to prevent equipment and software from being outdated and/or no

longer supported by contractor. Upon approval from TO COR, the Contractor shall install hardware and upgrade software to ensure the applications remain functional.

- 5) Install, configure, and support the integration of Web 2.0 technology (e.g. Lotus Connections).

Server and Database Administration

- 1) Perform daily monitoring of log, Web Archive (WAR) files and statistical data from the administration client to monitor system availability, failures, performance, usage and capacity.
- 2) Manage security controls based on EPA policies when administering access for users, groups, Access Control List (ACL) and Credential Vaults.
- 3) Ensure EPA security policies and procedures comply with EPA standards. Contractor shall obtain approval from TO COR when clarification is needed.
- 4) Support remote access within the portal environment in accordance with Agency Security policy.
- 5) Perform daily checks of available system storage capacity; investigate and resolve errors as needed.
- 6) Install, customize, and administer Portlets and administer portal settings which include managing themes and skins, clients, and search utilities. Provide development support with exporting and deploying portlets using the IBM RAD Tool.

Troubleshooting/Problem Resolution

- 1) Provide 2nd and 3rd tier technical and user support from 6:00am – 9:00pm ET Monday through Friday. After-hours and weekend support may be required as portal services are mission critical 24X7/365 days operations. Contractor shall analyze the problem to determine whether it is caused by user error or system defect. If it is a system problem, the Contractor shall recommend a solution and implement upon approval from TO COR. Communicate unscheduled outages to EPA within 30 minutes of outage. Upon restoration of service, conduct a Root Cause Analysis (RCA) of outage and/or major issue and provide a report to the TO COR within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.
- 2) Frequent status updates will be provided for all high priority issues until the problem is resolved. The TO COR will classify the problem as a high priority issue.
- 4) Maintain a knowledgebase of common issues that can be shared with Agency Portal Administrators.

Training/Documentation

- 1) Develop training materials for portal administrators to assist them in training users on new or modified system features.
- 2) Develop and maintain system documentation.
- 3) Prepare and update Standard Operating Procedures (SOPs) and user guides as system changes, fixes and new business processes are implemented.

COOP/DR

- 1) Operate and administer failover system that would ensure the

Collaboration tools are available in the event of an emergency and/or easily recoverable in the event of a disaster.

III. Tasks and Deliverables

The intent of the following deliverables is to provide regular status tracking and performance review of the Email, Collaboration, and Mobile Devices environment. Deliverables may be added or deleted as requirements and reporting needs change. The contractor shall propose a format for each report based on ITIL best practices and industry trends. Reports shall be submitted electronically in a format that conforms to existing EPA standards.

Subtask 1 Deliverables:

1. Monthly SPAM Database Analysis
2. Monthly Problem Report
3. Monthly Service Delivery Reports (performance, utilization, capacity, availability)
4. Attend Bi-Weekly meetings with Designated TO COR
5. Attend Weekly Division Project Status Meetings
6. Updated System Security Plan by 8/31/10 and every 3 years thereafter

Subtask 2 Deliverables:

1. Monthly ID Services Report
2. Bi-Weekly Remedy Ticket/Problem Resolution Report
3. Daily Notes Server Application Status Report (performance, availability)
4. Bi-Weekly Notes Server Space Allocation Report
5. Monthly Training Status Report (provided during periods of training)
6. Monthly Maintenance Schedule and Status Report
7. Monthly Database Application Purge Report
8. Bi-Weekly meeting with Designated EPA Representative
9. Attend Weekly Division Project Status Meetings

Subtask 3 Deliverables:

1. Monthly Problem Report
2. Monthly Service Delivery Reports (performance, utilization, capacity, availability)
3. Attend Bi-Weekly meetings with Designated EPA Representative
4. Attend Weekly Division Project Status Meetings

Subtask 4 Deliverables:

- 1) Monthly Service Delivery Reports (performance, utilization, capacity, availability)
- 2) Monthly Usage Report - # of instant and scheduled Sametime meetings, # of Quick places, # of individuals accessing the portal
- 3) Bi-Weekly Remedy Ticket/Problem Resolution Report
- 4) Attend Bi-Weekly meetings with Designated EPA Representative

- 5) Attend Weekly Division Project Status Meetings

IV. Acceptance Criteria

Subtask 1 – National Notes Service Level Agreements (SLAs)

Desired Outputs	Required Services	Performance Indicator	Monitoring Method	Incentives Positive & Negative
<p>Consistent and timely notification of scheduled and unscheduled outages and disruptions of services</p> <p><i>Value = 5% of cost of labor for Subtask 1, not to exceed \$ ___ per year (this amount will be determined at task order award)</i></p>	<p>EPA notification of scheduled and unscheduled server, application, or process outages 99% of the time. Scheduled, non-emergency outages should have at least 21 days notice. Unscheduled outages should be reported to EPA within 30 minutes of occurrence.</p>	<p>EPA is notified 21 days before scheduled outages and within 30 minutes of an unscheduled outage.</p>	<p>100% Inspection quarterly</p>	<p>When performance exceeds the standard, the contractor will earn 10% of the Value specified. When performance is below the standard, 10% of the Value specified will be assessed against the contractor.</p> <p><i>See Note Below</i></p>
<p>Email messages are being properly routed within the Agency and sent and received to/from the internet</p> <p><i>Value = 5% of cost of labor for Subtask 1, not to exceed \$ ___ per year (this amount will be determined at task order award)</i></p>	<p>Email messages are being properly routed to/from Agency email servers 99.95% of the time.</p>	<p>Email messages are being properly routed to/from Agency email servers.</p>	<p>Quarterly Inspections on Monthly Problem and Service Delivery Reports</p>	<p>When performance exceeds the standard, the contractor will earn 10% of the Value specified. When performance is below the standard, 10% of the Value specified will be assessed against the contractor.</p> <p><i>See Note Below</i></p>
<p>Upon restoration of service, EPA</p>	<p>EPA receives a detailed,</p>	<p>Root Cause Analysis (RCA)</p>	<p>100% Inspection quarterly</p>	<p>When performance exceeds the standard, the</p>

<p>receives a Root Cause Analysis (RCA) of outage and/or disruption of service within 2 business days</p> <p><i>Value = 5% of cost of labor for Subtask 1, not to exceed \$___ per year (this amount will be determined at task order award)</i></p>	<p>complete, Root Cause Analysis (RCA) of outage and/or disruption of service with 2 business days 98% of the time.</p>	<p>are received within 2 business days of outage and/or disruption and the report is complete, detailed and includes preventive action that will be taken to ensure problem does not happen again.</p>		<p>contractor will earn 5% of the Value specified. When performance is below the standard, 5% of the Value specified will be assessed against the contractor.</p> <p><i>See Note Below</i></p>
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NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher.

Subtask 2 – Headquarters Service Level Agreements (SLAs)

Desired Outputs	Required Services	Performance Indicator	Monitoring Method	Incentives Positive & Negative
<p>Expired ID files need to be recertified then supplied back to the affected user</p> <p><i>Value = 5% of cost of labor for Subtask 2, not to exceed \$ ___ per year (this amount will be determined at task order award)</i></p>	Expired ID files shall be recertified and supplied back to the affected user within 2hrs 99% of the time	Upon receipt of request, contractor shall recertify expired ID files and supply back to the affected user within 2hrs	100% Inspection, Quarterly	<p>When performance exceeds the standard, the contractor will earn 5% of the Value specified. When performance is below the standard, 10% of the Value specified will be assessed against the contractor.</p> <p><i>See Note Below</i></p>
<p>Lotus Notes ID and mail files are created for new users</p> <p><i>Value = 5% of cost of labor for Subtask 2, not to exceed \$ ___ per year (this amount will be determined at task order award)</i></p>	New User IDs and mail files shall be created within 2 business days 99% of the time.	Upon receipt of request, contractor shall create new user IDs and mail files for new users within 2 business days.	100% Inspection, Quarterly	<p>When performance exceeds the standard, the contractor will earn 5% of the Value specified. When performance is below the standard, 10% of the Value specified will be assessed against the contractor.</p> <p><i>See Note Below</i></p>

NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher.

Subtask 2 – Headquarters Service Level Agreements (SLAs)

Desired Outputs	Required Services	Performance Indicator	Monitoring Method	Incentives Positive & Negative
<p>Consistent and timely escalation and notification of unscheduled outages and disruption of services</p> <p><i>Value = 5% of cost of labor for Subtask 2, not to exceed \$ ___ per year (this amount will be determined at task order award)</i></p>	<p>EPA is notified within 30 minutes of unscheduled outages and disruptions of services 99% of the time. If the problem cannot be resolved within 30 minutes, a report that provides the plan/proposed steps to be taken to resolve the problem is to be presented to the TO COR within 4 hours 99% of the time.</p>	<p>EPA is notified within 30 minutes of unscheduled outages. EPA receives a problem resolution plan with 4 hours when problems cannot be resolved with 30 minutes.</p>	<p>100% Inspection, Quarterly</p>	<p>When performance exceeds the standard, the contractor will earn 5% of the Value specified. When performance is below the standard, 10% of the Value specified will be assessed against the contractor.</p> <p><i>See Note Below</i></p>

NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher.

Subtask 2 – HQ Email Services ID Services Service Level Agreement (SLAs)

REQUEST TYPE	DEFINITION	REQUIREMENT TO COMPLETE TASKS
Change User Name	Change the common name of the requested user	1 Business Day
Create/Modify Mail-in Database	Create new or modify an existing LN mail-in database	2 Business Days
Delete Terminated Employee	Delete users who have departed the agency or disable account within 4 hours of notice of departure.	All deleted accounts are to be put in to progress and completed in 30 days as stipulated in the delete procedures.
Lost Password	Reset the password for the affected user,	2 Hours
Move User in the EPA Hierarchy	Moving user between OU certifiers. Process will start within 2 days and complete in 3	2 Business Days
Move User to New Organization or Server	Move an existing Lotus Notes mail file to a different server. Move user from the current organizational code to new code.	1 Business Day
Create Notes Server ID	Create a new Server ID file for a new Lotus Notes server	2 Business Days
SMTP User	Setup an SMTP alias record for an existing Lotus Notes account	1 Business Day
Database Restore	Submit request to Hosting to provide the requested database.	2 Business Days
Update Telephone No. or Other Codes	Update the phone number or WCF/Organizational codes for an existing Lotus Notes account	1 Business Day
Webmail Access	Create a replica mail file, on a webmail server for an existing Lotus Notes account	3 Business Days

Subtask 3 – Mobile Devices Service Level Agreements (SLAs)

Desired Outputs	Required Services	Performance Indicator	Monitoring Method	Incentives Positive & Negative
<p>Consistent and timely notification of scheduled and unscheduled outages and disruptions of services</p> <p><i>Value = 5% of cost of labor for Subtask 3, not to exceed \$ ___ per year (this amount will be determined at task order award)</i></p>	<p>EPA notification of scheduled and unscheduled server, application, or process outages 99% of the time. Scheduled, non-emergency outages should have at least 21 days notice. Unscheduled outages should be reported to EPA within 30 minutes of occurrence.</p>	<p>EPA is notified 21 days before scheduled outages and within 30 minutes of an unscheduled outage.</p>	<p>100% Inspection Quarterly</p>	<p>When performance exceeds the standard, the contractor will earn 10% of the Value specified. When performance is below the standard, 10% of the Value specified will be assessed.</p> <p><i>See Note Below</i></p>
<p>Blackberry services are available and operational to Agency customers</p> <p><i>Value = 5% of cost of labor for Subtask 3, not to exceed \$ ___ per year (this amount will be determined at task order award)</i></p>	<p>Blackberry services are available and operational to Agency customers 99.95% of the time.</p>	<p>Blackberry services are available and operational to Agency customers.</p>	<p>Quarterly Inspection on Application Monitoring Tools and Service Delivery Reports</p>	<p>When performance exceeds the standard, the contractor will earn 10% of the Value specified. When performance is below the standard, 10% of the Value specified will be assessed.</p> <p><i>See Note Below</i></p>
<p>Upon restoration of service, EPA receives a Root Cause Analysis (RCA) of outage and/or disruption</p>	<p>EPA receives a detailed, complete, Root Cause Analysis (RCA) of outage and/or disruption</p>	<p>Root Cause Analysis (RCA) are received within 2 business days of outage and/or disruption</p>	<p>100% Inspection Quarterly</p>	<p>When performance exceeds the standard, the contractor will earn 5% of the Value specified. When performance is below the standard, 5%</p>

of service within 2 business days <i>Value = 5% of cost of labor for Subtask 3, not to exceed \$___ per year (this amount will be determined at task order award)</i>	of service with 2 business days 98% of the time.	and the report is complete, detailed and includes preventive action that will be taken to ensure problem does not happen again.		of the Value specified will be assessed. <i>See Note Below</i>
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NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher.

Subtask 4 – Lotus Collaboration Tools Service Level Agreements (SLAs)

REQUEST TYPE	DEFINITION	**REQUIREMENT TO COMPLETE TASKS
Create new Quickr places	Create a new Quickr places for employees	1 Business Day
Removing/renaming Quickr places	Respond to request for renaming and removing Quickr places	2 Hours
Security Updates	Implement Security patches/fixes that may cause a system vulnerabilities	1 Business Day
High Priority Issues/Problems	Communicate unscheduled outages or major problems to EPA Call Center, CTS Service Desk, and TO COR	Within 30 minutes of outage

V. Applicable Documents

**National Email, Mobile Devices, and Collaboration Tools Servers
RTP, NC**

Server Model	Number of Servers
Dell PowerEdge 2650	15
Dell PowerEdge 2550	14
Dell PowerEdge 2850	8
Dell PowerEdge 6550	3
Dell PowerEdge 6850	3
Dell PowerEdge 2450	1
Dell PowerEdge 6300	1
Dell PowerEdge R900	2
IBM eServer	4

4. Task Order Clauses

4.1. KEY PERSONNEL (EPAAR 1552.237-72) (APR 1984)

(a) The Contractor shall assign to this contract the following key personnel:

To be filled in at award

(b) During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the Contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(c) The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

4.2. CONTRACT ADMINISTRATION REPRESENTATIVES (EP 52.242-100) (AUG 1984)

Task Order Project Officer(s) for this contract:

Project Officer:

TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Alternate Project Officer:

TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Contract Specialist(s) responsible for administering this contract:

Contract Specialist:

TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Administrative Contracting Officer:

TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

4.3. SUBCONTRACT CONSENT (EP 52.244 100) (APR 1984)

The Contractor shall submit the information required by the "Subcontracts" clause to the Contracting Officer and assigned. The Contracting Officer will provide written notice to the Contractor of his decision.

Consent is given to issue the following subcontracts:

Subcontractor Name	Value	Subcontract Type
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4.4. CONTRACTOR PERFORMANCE EVALUATIONS (EPAAR 1552.209 76) (OCT 2002)

The contracting officer shall complete a Contractor Performance Report (Report) within ninety (90) business days after the end of each 12 months of contract performance (interim Report) or after the last 12 months (or less) of contract performance (final Report) in accordance with EPAAR 1509.170 5. The contractor shall be evaluated based on the following ratings:

0 = Unsatisfactory,

1 = Poor,

2 = Fair,

3 = Good,

4 = Excellent,

5 = Outstanding,

N/A = Not Applicable.

The contractor may be evaluated based on the following performance categories:

Quality,

Cost Control,

Timeliness of Performance,

Business Relations,

Compliance with Labor Standards,

Compliance with Safety Standards, and

Meeting Small Disadvantaged Business Subcontracting Requirements.

(a) The contracting officer shall initiate the process for completing interim Reports within five (5) business days after the end of each 12 months of contract performance by requesting the project officer to evaluate contractor performance for the interim Report. In addition, the contracting officer shall initiate the process for completing final Reports within five (5) business days after the last 12 months (or less) of contract performance by requesting the project officer to evaluate contractor performance for the final Report. The final Report shall cover the last 12 months (or less) of contract performance. Within thirty (30) business days after the project officer receives a request from the contracting officer to complete an evaluation, the project officer shall:

(1) Complete a description of the contract requirements;

(2) Evaluate contractor performance and assign a rating for quality, cost control, timeliness of performance, compliance with labor standards, and compliance with safety standards performance categories (including a narrative for each rating);

(3) Provide any information regarding subcontracts, key personnel, and customer satisfaction;

(4) Assign a recommended rating for the business relations performance category (including a narrative for the rating); and

(5) Provide additional information appropriate for the evaluation or future evaluations.

(b) The contracting officer shall:

(1) Ensure the accuracy of the project officer's evaluation by verifying that the information in the contract file corresponds with the designated project officer's ratings;

(2) Assign a rating for the business relations and meeting small disadvantaged business subcontracting requirements performance categories (including a narrative for each rating).

(3) Concur with or revise the project officer's ratings after consultation with the project officer;

(4) Provide any additional information concerning the quality, cost control, timeliness of performance, compliance with labor standards, and compliance with safety standards performance categories if deemed appropriate for the evaluation or future evaluations (if any), and provide any information regarding subcontracts, key personnel, and customer satisfaction; and

(5) Forward the Report to the contractor within ten (10) business days after the contracting officer receives the project officer's evaluation.

(c) The contractor shall be granted thirty (30) business days from the date of the contractor's receipt of the Report to review and provide a response to the contracting officer regarding the contents of the Report. The contractor shall:

(1) Review the Report;

(2) Provide a response (if any) to the contracting officer on company letter head or electronically;

(3) Complete contractor representation information; and

(4) Forward the Report to the contracting officer within the designated thirty (30) business days.

(d) The contractor's response to the Report may include written comments, rebuttals (disagreements), or additional information. If the contractor does not respond to the Report within the designated thirty (30) business days, the specified ratings in the Report are deemed appropriate for the evaluation period. In this instance, the contracting officer shall complete the Agency review and sign the Report within three (3) business days after expiration of the specified 30 business days.

(e) If the contractor submits comments, rebuttals (disagreements), or additional information to the contracting officer which contests the ratings, the contracting officer, in consultation with the project officer, shall initially try to resolve the disagreement(s) with the contractor.

(f) If the disagreement(s) is (are) not resolved between the contractor and the contracting officer, the contracting officer shall provide a written recommendation to one level above the contracting officer for resolution as promptly as possible, but no later than five (5) business days after the contracting officer is made aware that the disagreement(s) has (have) not been resolved with the contractor. The individual who is one level above the contracting officer shall:

(1) Review the contracting officer's written recommendation; and

(2) Provide a written determination to the contracting officer for summary ratings (ultimate conclusion for ratings pertaining to the performance period being evaluated) within five (5) business days after the individual one level above the contracting officer receives the contracting officer's written recommendation.

(g) If the disagreement is resolved, the contracting officer shall complete the Agency review and sign the Report within three (3) business days after consultation.

(h) The contracting officer shall complete the Agency review and sign the Report within three (3) business days after the contracting officer receives a written determination for summary ratings from one level above the contracting officer.

(i) An interim or final Report is considered completed after the contracting officer signs the Report. The contracting officer must provide a copy of completed Reports (interim and final) to the contractor within two (2) business days after completion.

4.5. OPTION TO EXTEND THE EFFECTIVE PERIOD OF THE CONTRACT-TIME AND MATERIALS OR LABOR HOUR CONTRACT (EPAAR 1552.217 75) (JUN 1984)

(a) The Government has the option to extend the effective period of this contract for six additional period(s). If more than sixty (60) days remain in the contract effective period, the Government, without prior written notification, may exercise this option by issuing a contract modification. To unilaterally exercise this option within the last 60 days of the effective period, the Government must issue written notification of its intent to exercise the option prior to that

last 60-day period. This preliminary notification does not commit the Government to exercising the option.

(b) If the option(s) are exercised, the "Ceiling Price" clause will be modified to reflect a new and separate ceiling price of \$__ for the first option period and a new and separate ceiling price of \$__ for the second option period.

(c) The "Period of Performance" clause will be modified to cover a base period from Date of award to September 30, 2010 and option periods from:

Period	Start Date	End Date
Option Period I	October 1, 2010	September 30, 2011
Option Period II	October 1, 2011	September 30, 2012
Option Period III	October 1, 2012	September 30, 2013
Option Period IV	October 1, 2013	September 30, 2014
Option Period V	October 1, 2014	September 30, 2015
Option Period VI	October 1, 2015	September 30, 2016

4.6. TECHNICAL DIRECTION (EPAAR 1552.237 71) (APR 1984)

(a) The Project Officer is the primary representative of the Contracting Officer authorized to provide technical direction on contract performance.

(b) Individuals other than the Project Officer may be authorized to provide technical direction. If individuals other than the Project Officer are authorized to provide technical direction, their names will be specified in the contract, delivery order, work assignment or technical direction document as appropriate. A Delivery Order Project Officer, Work Assignment Manager or Task Manager is authorized to provide technical direction, subject to the limitations set forth below, only on his/her delivery order, work assignment or technical direction document.

(c) Technical direction includes:

(1) Direction to the contractor which assists the contractor in accomplishing the Statement of Work.

(2) Comments on and approval of reports or other deliverables.

(d) Technical direction must be within the contract and the delivery order, work assignment or technical direction document statement of work. The Project Officer or any other technical representative of the Contracting Officer does not have the authority to issue technical direction which (1) institutes additional work outside the scope of the contract, delivery order, work assignment or technical direction document; (2) constitutes a change as defined in the "Changes"

clause; (3) causes an increase or decrease in the estimated cost of the contract, delivery order, work assignment or technical direction document; (4) alters the period of performance; or (5) changes any of the other express terms or conditions of the contract, delivery order, work assignment or technical direction document.

(e) Technical direction will be issued in writing or confirmed in writing within five (5) calendar days after verbal issuance. One copy of the technical direction memorandum will be forwarded to the Contracting Officer and the Project Officer.

4.7. IDENTIFICATION OF ON SITE CONTRACTOR EMPLOYEES (RTP H 2)

All Contractor, subcontractor, and consultant personnel shall wear prominently displayed identification badges at all times when performing work on EPA property or attending meetings in the performance of this contract. The badge shall contain the individual's name, the company name and logo. When participating in such meetings (e.g., as a speaker, panel member), those individuals in Contractor employ must supplement physical identification (e.g., badges, placemarkers) with verbal announcements so that it is clear to the assembled group that they are employees of the Contractor, not Agency staff members. In addition, when working on EPA property, all contractor, subcontractor, and consultant personnel shall have signs visible on their desks or at their work sites that clearly state that they are not EPA employees.

4.8. EPA SPONSORED MEETINGS, WORKSHOPS, CONFERENCES (RTP H 4)

If this contract requires contractor support for an EPA sponsored meeting, workshop, conference, etc., the following shall apply:

EPA meetings shall be held in Federal facilities whenever available. EPA is required to notify GSA when the Agency has a short term need for meeting facilities and such facilities are not available within the Agency. (FPMR 101 17.104 4). The EPA Project Officer or Work Assignment Manager will determine and advise contractor as to the availability of Federal facilities.

Except for contractor, experts, consultants, subcontractor, or other personnel necessary for performance of the work called for by this contract, the cost of travel, subsistence, lodging, etc. for other participants or attendees shall not be an allowable cost under this contract. All such required personnel for which costs are being claimed must be approved by the Project Officer.

Light refreshments for Agency-sponsored conferences are allowed for Federal attendees only, provided at least 50% of the Federal attendees are in a travel status. (Light refreshments are defined as coffee, tea, milk, juice, soft drinks, donuts, bagels, fruit, pretzels, cookies, chips, or muffins.)

The cost of any beverages, food, or refreshments shall not be an allowable charge under this contract if for other than an Agency-sponsored conference, for other than Federal attendees, and/or where 50% of the Federal attendees are not in travel status.

Any registration fees must be approved by the Contracting Officer. If approved, fees collected must be accounted for and turned over to the EPA Finance Office. They may not be used to offset any of the cost for performing the contract.

4.9 APPLICATION OF RIGHTS IN DATA SPECIAL WORKS CLAUSE (RTP H 5)

The Rights in Data Special Works clause (FAR 52.227 17) shall apply to "tasks"...that are primarily for the production or compilation of data (other than limited rights data or restricted computer software) for the Government's own use..." or when the Contracting Officer determines that there is a specific need to limit data distribution first produced under a particular work assignment. The Rights in Data Special Works clause (FAR 52.227 17) shall apply to tasks which are included in the examples set forth in FAR 27.405(a) and also to other tasks specifically identified by the Contracting Officer.

4.10. SUBCONTRACTOR KEY PERSONNEL (RTP H 9)

(a) The Contractor's proposal which resulted in award of this contract indicated that a portion(s) of the work hereunder would be performed under a subcontract(s). As a part of this proposal, certain subcontractor key personnel were identified. It is hereby agreed and understood that the following subcontracts shall contain a provision which requires the following key personnel:

Subcontractor	Key Personnel	Title
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(b) It is further agreed and understood that the subcontract(s) listed above will contain the following provisions:

(1) during the first ninety (90) calendar days of performance the subcontractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment;

(2) the subcontractor shall notify the Contractor within 15 calendar days after the occurrence of any of the events in paragraph (1) above, and provide the information required by paragraph (4) below;

(3) after the initial ninety (90) day period, the subcontractor shall submit the information required by paragraph (4) to the Contractor at least 15 calendar days prior to making any permanent substitutions;

(4) the subcontractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contractor. Proposed substitutes should have comparable qualifications to those of the persons being replaced.

(c) If a substitution in key personnel is considered appropriate by the Contractor, the Contractor shall issue a modification to the subcontract. Prior to any such modification, the Contractor shall obtain the written consent of the Contracting Officer.

4.11. SUBCONTRACTS FAR 52.244 2 (JUN 2007)

(a) *Definitions.* As used in this clause--

"Approved purchasing system" means a Contractor's purchasing system that has been reviewed and approved in accordance with Part 44 of the Federal Acquisition Regulation (FAR).

"Consent to subcontract" means the Contracting Officer's written consent for the Contractor to enter into a particular subcontract.

"Subcontract" means any contract, as defined in FAR Subpart 2.1, entered into by a subcontractor to furnish supplies or services for performance of the prime contract or a subcontract. It includes, but is not limited to, purchase orders, and changes and modifications to purchase orders.

(b) When this clause is included in a fixed-price type contract, consent to subcontract is required only on unpriced contract actions (including unpriced modifications or unpriced delivery orders), and only if required in accordance with paragraph (c) or (d) of this clause.

(c) If the Contractor does not have an approved purchasing system, consent to subcontract is required for any subcontract that--

(1) Is of the cost-reimbursement, time-and-materials, or labor-hour type; or

(2) Is fixed-price and exceeds--

(i) For a contract awarded by the Department of Defense, the Coast Guard, or the National Aeronautics and Space Administration, the greater of the simplified acquisition threshold or 5 percent of the total estimated cost of the contract; or

(ii) For a contract awarded by a civilian agency other than the Coast Guard and the National Aeronautics and Space Administration, either the simplified acquisition threshold or 5 percent of the total estimated cost of the contract.

(d) If the Contractor has an approved purchasing system, the Contractor nevertheless shall obtain the Contracting Officer's written consent before placing the following subcontracts:

(e)(1) The Contractor shall notify the Contracting Officer reasonably in advance of placing any subcontract or modification thereof for which consent is required under paragraph (b), (c), or (d) of this clause, including the following information:

- (i) A description of the supplies or services to be subcontracted.
- (ii) Identification of the type of subcontract to be used.
- (iii) Identification of the proposed subcontractor.
- (iv) The proposed subcontract price.
- (v) The subcontractor's current, complete, and accurate cost or pricing data and Certificate of Current Cost or Pricing Data, if required by other contract provisions.
- (vi) The subcontractor's Disclosure Statement or Certificate relating to Cost Accounting Standards when such data are required by other provisions of this contract.
- (vii) A negotiation memorandum reflecting--
 - (A) The principal elements of the subcontract price negotiations;
 - (B) The most significant considerations controlling establishment of initial or revised prices;
 - (C) The reason cost or pricing data were or were not required; (D) The extent, if any, to which the Contractor did not rely on the subcontractor's cost or pricing data in determining the price objective and in negotiating the final price;
 - (E) The extent to which it was recognized in the negotiation that the subcontractor's cost or pricing data were not accurate, complete, or current; the action taken by the Contractor and the subcontractor; and the effect of any such defective data on the total price negotiated;
 - (F) The reasons for any significant difference between the Contractor's price objective and the price negotiated; and
 - (G) A complete explanation of the incentive fee or profit plan when incentives are used. The explanation shall identify each critical performance element, management decisions used to quantify each incentive element, reasons for the incentives, and a summary of all trade-off possibilities considered.

(2) The Contractor is not required to notify the Contracting Officer in advance of entering into any subcontract for which consent is not required under paragraph (b), (c), or (d) of this clause.

(f) Unless the consent or approval specifically provides otherwise, neither consent by the Contracting Officer to any subcontract nor approval of the Contractor's purchasing system shall constitute a determination--

- (1) Of the acceptability of any subcontract terms or conditions;
- (2) Of the allowability of any cost under this contract; or
- (3) To relieve the Contractor of any responsibility for performing this contract.

(g) No subcontract or modification thereof placed under this contract shall provide for payment on a cost-plus-a-percentage-of- cost basis, and any fee payable under cost-reimbursement type subcontracts shall not exceed the fee limitations in FAR 15.404-4(c)(4)(i).

(h) The Contractor shall give the Contracting Officer immediate written notice of any action or suit filed and prompt notice of any claim made against the Contractor by any subcontractor or vendor that, in the opinion of the Contractor, may result in litigation related in any way to this contract, with respect to which the Contractor may be entitled to reimbursement from the Government.

(i) The Government reserves the right to review the Contractor's purchasing system as set forth in FAR Subpart 44.3.

(j) Paragraphs (c) and (e) of this clause do not apply to the following subcontracts, which were evaluated during negotiations:

4.12. CEILING PRICE

The ceiling price of this contract is _____. The Contractor shall not make expenditures or incur obligations in the performance of this contract which exceed the ceiling price specified herein, except at the Contractor's own risk.

4.13. EMPLOYMENT ELIGIBILITY VERIFICATION FAR 52.222-54 (JAN2009)

(a) Definitions. As used in this clause—

“Commercially available off-the-shelf (COTS) item”—

- (1) Means any item of supply that is—
 - (i) A commercial item (as defined in paragraph (1) of the definition at 2.101);
 - (ii) Sold in substantial quantities in the commercial marketplace; and

(iii) Offered to the Government, without modification, in the same form in which it is sold in the commercial marketplace; and

(2) Does not include bulk cargo, as defined in section 3 of the Shipping Act of 1984 (46 U.S.C. App. 1702), such as agricultural products and petroleum products. Per 46 CFR 525.1 (c)(2), "bulk cargo" means cargo that is loaded and carried in bulk onboard ship without mark or count, in a loose unpackaged form, having homogenous characteristics. Bulk cargo loaded into intermodal equipment, except LASH or Seabee barges, is subject to mark and count and, therefore, ceases to be bulk cargo.

"Employee assigned to the contract" means an employee who was hired after November 6, 1986, who is directly performing work, in the United States, under a contract that is required to include the clause prescribed at 22.1803. An employee is not considered to be directly performing work under a contract if the employee—

(1) Normally performs support work, such as indirect or overhead functions; and

(2) Does not perform any substantial duties applicable to the contract.

"Subcontract" means any contract, as defined in 2.101, entered into by a subcontractor to furnish supplies or services for performance of a prime contract or a subcontract. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

"Subcontractor" means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime Contractor or another subcontractor.

"United States", as defined in 8 U.S.C. 1101(a)(38), means the 50 States, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

(b) Enrollment and verification requirements.

(1) If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall—

(i) Enroll. Enroll as a Federal Contractor in the E-Verify program within 30 calendar days of contract award;

(ii) Verify all new employees. Within 90 calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); and

(iii) Verify employees assigned to the contract. For each employee assigned to the contract, initiate verification within 90 calendar days after date of enrollment or within 30 calendar days

of the employee's assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(2) If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of—

(i) All new employees.

(A) Enrolled 90 calendar days or more. The Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(B) Enrolled less than 90 calendar days. Within 90 calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(ii) Employees assigned to the contract. For each employee assigned to the contract, the Contractor shall initiate verification within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(3) If the Contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe; or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond, the Contractor may choose to verify only employees assigned to the contract, whether existing employees or new hires. The Contractor shall follow the applicable verification requirements at (b)(1) or (b)(2) respectively, except that any requirement for verification of new employees applies only to new employees assigned to the contract.

(4) Option to verify employment eligibility of all employees. The Contractor may elect to verify all existing employees hired after November 6, 1986, rather than just those employees assigned to the contract. The Contractor shall initiate verification for each existing employee working in the United States who was hired after November 6, 1986, within 180 calendar days of—

(i) Enrollment in the E-Verify program; or

(ii) Notification to E-Verify Operations of the Contractor's decision to exercise this option, using the contact information provided in the E-Verify program Memorandum of Understanding (MOU).

(5) The Contractor shall comply, for the period of performance of this contract, with the requirements of the E-Verify program MOU.

(i) The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the Contractor's MOU and deny access to the E-Verify system in accordance with

the terms of the MOU. In such case, the Contractor will be referred to a suspension or debarment official.

(ii) During the period between termination of the MOU and a decision by the suspension or debarment official whether to suspend or debar, the Contractor is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Contractor, then the Contractor must reenroll in E-Verify.

(c) Web site. Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site: <http://www.dhs.gov/E-Verify>.

(d) Individuals previously verified. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee—

(1) Whose employment eligibility was previously verified by the Contractor through the E-Verify program;

(2) Who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or

(3) Who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12, Policy for a Common Identification Standard for Federal Employees and Contractors.

(e) Subcontracts. The Contractor shall include the requirements of this clause, including this paragraph (e) (appropriately modified for identification of the parties), in each subcontract that—

(1) Is for—

(i) Commercial or noncommercial services (except for commercial services that are part of the purchase of a COTS item (or an item that would be a COTS item, but for minor modifications), performed by the COTS provider, and are normally provided for that COTS item); or

(ii) Construction;

(2) Has a value of more than \$3,000; and

(3) Includes work performed in the United States.

4.14. GOVERNMENT PROPERTY FAR 52.245-1, INCORPORATED BY REFERENCE (IBR)

4.15 USE AND CHARGES FAR 52.245-9, IBR

5. TASK ORDER PROVISIONS

5.1 TECHNICAL QUESTIONS (EP 52.215 110) (APR 1984)

Offerors must submit all technical questions concerning this solicitation in writing to the contract specialist. EPA must receive the questions no later than ten (10) calendar days after the date of this solicitation. EPA will answer questions which may affect offers in an amendment to the solicitation. EPA will not reference the source of the questions.

5.2 TIME-AND-MATERIALS/LABOR-HOUR PROPOSAL REQUIREMENTS-COMMERCIAL ITEM ACQUISITION 52.216-31

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

5.3 ORGANIZATIONAL CONFLICT OF INTEREST NOTIFICATION (EPAAR 1552.209-70) (APR 1984)

(a) The prospective Contractor certifies, to the best of its knowledge and belief, that it is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the prospective Contractor cannot so certify, it shall provide a disclosure statement in its proposal which describes all relevant information concerning any past, present, or planned interests bearing on whether it (including its chief executives and directors, or any proposed consultant or subcontractor) may have a potential organizational conflict of interest.

(b) Prospective Contractors should refer to FAR Subpart 9.5 and EPAAR Part 1509 for policies and procedures for avoiding, neutralizing, or mitigating organizational conflicts of interest.

(c) If the Contracting Officer determines that a potential conflict exists, the prospective Contractor shall not receive an award unless the conflict can be avoided or otherwise resolved through the inclusion of a special contract clause or other appropriate means. The terms of any special clause are subject to negotiation.

5.4. ORGANIZATIONAL CONFLICT OF INTEREST CERTIFICATION (EPAAR 1552.209-72) (APR 1984)

The offeror [] is [] is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the offeror is aware of information bearing on whether a potential conflict may exist, the offeror shall provide a disclosure statement describing this information.

5.5 PROHIBITION ON OBLIGATING OR AWARDING FEDERAL FUNDS TO ACORN CERTIFICATION

On October 26, 2009 you were provided a Contractor Acquisition Notice for the prohibition on awarding federal funds to ACORN. Along with the notice was the Office of Management and Budget's (OMB) Memorandum implementing section 163 of the Continuing Appropriations Resolution (2010) regarding the prohibition of funding for the Association of Community Organizations for Reform Now (ACORN) and associated organizations.

The offeror shall check the following certification:.

The offeror ____ does ____ does not certify that—

The offeror and their proposed subcontractors **are not** subject to the prohibition of obligating or awarding federal funds to ACORN

Contractor Name:

By: _____

_____ Date

Title: _____

ATTACHMENT #1

Client Authorization Letter

[Addressee]

Dear "Client":

We are currently responding to the Environmental Protection Agency's RFQ No. ITS-EPA-II-RFQ-10-0004 the procurement of "Email, Collaboration, and Mobile Devices Support." The EPA is placing increased emphasis in their acquisitions on past performance as a source selection factor.

EPA has asked the offeror to send Past Performance Questionnaires to customers to complete and send to the Contracting Officer. Please complete the attached Past Performance Questionnaire and mail to U.S. EPA, Attn: Laconda Cannady, E105-02, RTP, NC 27711 or cannady.laconda@epa.gov, within five (5) days of receipt of this letter.

If you are contacted by EPA for information on work we have performed under contract for your company, you are hereby authorized to respond to EPA inquiries.

Your cooperation is appreciated. Any questions may be directed to _____.

Sincerely,

ATTACHMENT #2

PAST PERFORMANCE QUESTIONNAIRE

SOURCE SELECTION SENSITIVE INFORMATION
(TO BE COMPLETED BY OFFEROR PRIOR TO MAILING TO REFERENCE)

Name of Offeror:
Contract Number:
Contract Title:
Contract Value:
Type of Contract:
Period of Performance:

The remainder of this form is to be completed by the reference and returned to EPA as instructed in the Client Authorization Letter.

Performance Elements	Totally Deficient 0	Poor 1	Inadequate 2	Adequate 3	Good 4	Superior 5
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1. Quality of
Product or Service

2. Timeliness of
Performance

3. Effectiveness of
Management (including
subcontractors)

4. Initiative in
Meeting
Requirements

5. Response to
Technical Direction

6. Responsiveness
to Performance
Problems

7. Compliance with
Cost Estimates

8. Customer
Satisfaction

9. Overall
Performance

10. Remarks on outstanding performance:

(Provide data supporting this observation; you may continue on a separate sheet if needed.)

11. Remarks on unsatisfactory performance:

(Provide data supporting this observation; you may continue on separate sheet if needed.)

12. Please identify any corporate affiliations with the offeror.

13. Would you do business with this firm again?

14. Information provided by:

Agency/Firm:

Name:

Title:

Mailing Address (Street and P.O. Box):

City, State and Zip Code:

Telephone Numbers:

Fax Number:

Date and Time of Call:

ATTACHEMENT #3 TASK ORDER OBJECTIVES

The following objectives are for informational purposes and shall apply to all technical, engineering and contractual objectives of all ITS-EPA II task orders:

WCF Requirements

Usage (Workload) Submission: Usage is the financial data delivered by the contractor to report the amount of service provided under the Working Capital Fund (WCF) in the unit of measure required by the WCF service. Depending on the service provided the unit of measure will vary for example - hours, cost, # of month, counts, or quantities. Specific unit of measure and required format will be provided annually in conjunction with the task order renewal.

Information Required to Submit Usage

The contractor shall report service usage under the Working Capital Fund in the unit of measure required for the WCF service. If the unit of measure is contractor costs the usage report must match the contractor's invoice for the period. Otherwise, usage is generated by capture methods for the Working Capital Fund and shall be inclusive of service provided to the WCF customers thru the last day of the prior month. Usage shall be submitted in eBusiness at a minimum, no later than the 7th day of the calendar month and shall be successfully validated no later than the 10th calendar day of the month.

Usage input files are composed of both header and detail records. Header records include the service code and summarize the detail records that follow. A separate header record shall be created for each service for which usage will be submitted. The EPA may grant the contractor access to eBusiness to submit usage. The contractor shall be required to correct and resubmit any usage files that fail eBusiness validation.

Header Record Requirement	
Field Name	Explanation
Record Type	The record type for header records is H. Header records summarize the detail lines that follow.
Service Code	Service Code that pertains to the detail records that follow
Number of Records	Number of detail records that follow this header record.
Usage	Total Usage for this service code. Total Usage is the sum of the of all usage detail records.

Detail records will contain the data fields described below for usage that is summarized in the header record

Detail Record Requirement	
Field Name	Explanation
Record Type	The record type for detail records is D. The detail record type represents individual usage records.
RegistrationID	eBusiness Registration ID
Usage	Usage amount in units.
Stdtd	Start Date of service provided for the usage in YYYYMMDD format.
Enddt	End date of service provided for the usage in YYYYMMDD format.
Date	Date (optional) in YYYYMMDD format. Historically provided for Teleconferencing services
Time	Time (optional) in HHMMSS military time format. Historically provided for Teleconferencing services
Phmins	Phone Minutes Used (optional) Historically provided for Voice services
Phcalls	Phone Calls (optional) Historically provided for Voice services
Category	Category code (mandatory/optional dependant per product).

*This is a fixed width text file format.

*Not all services will have the Date, Time, Phone Minutes Used, Phone Calls, or Category fields. For services where these fields are not applicable the information should be left blank.

*Negative amounts such as credited usage should be submitted with a negative sign (-) before the usage. For example, -1234.000 would credit usage for -1234.000 units.

*The Start Date and End Date of usage detail records should not span across months.

SPECIAL PROJECTS (TC, TZ AND XX)

Headquarters Support Projects (TC), Technical Consulting Services (TZ) and Internet Service Center (XX) are Working Capital Fund (WCF) services through which special projects are funded. Customers work with the Service Provider Team to identify customer needs, define a statement of work, apply all associated direct costs to the Technical Cost Proposal and calculate the costs associated with the project. Each contractor shall be prepared to provide this specialized service capability in addition to normal service provisioning for those projects that do not fit but are related to the different common data processing service offering. These services provide the expert consultation and project support required to do the following:

1. Define customers' technology needs, options, and solution alternatives
2. Define and integrate infrastructure, voice, and data services
3. Provide consultation for other, miscellaneous services
4. Define special needs or requirements, and to recommend technical solutions in the following areas:
 - 4.1. Information technology solutions & integration
 - 4.2. Infrastructure cable and wiring
 - 4.3. PC configuration/backup or server backup
 - 4.4. Specialized development & application services (Headquarters offices)
 - 4.5. Collaborative IT conference room support (design, build-out, and implementation)

- 4.6. Program office support
5. Define and integrate technology for special infrastructure and voice and data services including:
 - 5.1. DSL Internet support
 - 5.2. Homeland Secure Data Network
 - 5.3. HQ Off-Premise Services
 - 5.4. On-Site field telecommunications (EPA Regions and laboratories)
 - 5.5. Electronic systems
6. Provide other specialty services such as:
 - 6.1. IT equipment moves & rentals
 - 6.2. IT training, specialized training, and classroom scheduling
 - 6.3. PC networking
 - 6.4. Technical and general consulting
 - 6.5. Lifecycle web page and application development support
 - 6.6. Database design, security, data conversion, testing, deployment, monitoring, performance tuning and problem resolution support
 - 6.7. Geographical Information Systems (GIS) application consultation, development and support
 - 6.8. Document management and imaging support
 - 6.9. Data and telecommunication network connectivity support
 - 6.10. Security support that addresses needs and concerns about platform security, data integrity, policy compliance, and operational security procedures
 - 6.11. Scientific modeling and visualization services, parallel programming, and development of visualization applications and products
 - 6.12. Resource sharing and collaboration services
 - 6.13. Requirements analysis, pilot and proof-of-concept projects, project management and coordination, data analysis, and new and evolving technology research, planning, and consultation
 - 6.14. Conference support
 - 6.15. Application support coverage hours in excess of that which is provided by Web Application Support Services (XS)
 - 6.16. Other contract services not directly available through existing Working Capital Fund (WCF) services such as Proofs of Concept, web analytics, system and application upgrades, and special documentation projects.

The contractor shall prepare and submit monthly WCF bills for each customer served under the TC, TZ and XX services. The bills shall adhere to all the WCF business office formats and due dates. Each month's bill shall be reviewed by the TOCOR before submission. Each customer's work shall be charged to the appropriate project code. Each month's billing submittal shall include a summary for WCF and a detailed report for each customer's charges, including, but not limited to labor, travel, ODCs, and other miscellaneous charges which may accrue to the

customer through work provided via written technical direction from the TOCOR. Each month the contractor shall review the actual customer billing released by the WCF business office to ensure that submitted data was properly billed.

Security Requirements

(a) The contractor shall conduct risk assessments(including electronic risk assessments), privacy threshold assessments, privacy impact assessments (as required), develop security plans (e. g., facility and individual systems/applications), conduct certification and accreditation, implement continuous monitoring of security controls, conduct annual reviews of security controls, develop Plans of Action and Milestones (POA&Ms) as required for their applicable systems and services, and implement IRM-related data and physical security procedures. Risk assessments and security procedures shall conform to Agency and Federal regulations, policies, directives, standards and procedures.

All contractor personnel participating in the design, development, operation, and/or maintenance of sensitive systems/applications, or having access to sensitive information are required to have an appropriate level of background screening. The contractor must verify that the following minimum pre-screening requirements have been done for their personnel assigned to task orders under this contract:

- (1) Check of prior employment record
- (2) Check of references
- (3) Verification of claimed degrees/education/military service.
- (4) Verification of signed statement that the employee has never been convicted of a felony.

(b) Costs for conducting the required personnel investigations will be paid by EPA. Investigations will be conducted in accordance with Office of Personnel Management minimum investigations requirements. Forms required for conducting the screening will be provided to the contractor by the TOPO.

(c) The level of screening required under OMB Circular A-130 varies from minimal checks (SF 8SP, Questionnaire for Public Trust Positions) to full background investigations (SF 86, Questionnaire for National Security Positions depending on the sensitivity of the information to be handled, and the risk and magnitude of loss or harm that could be caused by the individual.

(d) The sensitivity of each position will be determined by the Task Order Project Officer and identified in the Statement of Work (SOW) for each Task Order. The Contractor's Information Security Office (ISO) shall review all SF 85, for Public Trust positions or SF 86, National Security Positions for accuracy and completeness and deliver these form(s) to EPA's Technical Information Security Staff, OTOP, OEI within 10 workdays after award of the TO or change in personnel. The contractor shall identify those individuals with a change in status (i. e., transferred, terminated, resigned, etc., within 10 workdays to EPA's Technical Information Security Staff. The contractor shall identify those individuals not specifically identified by the

SOW, if needed, (i. e., Human Resources representative), and request their background investigations be adjudicated. Additional background checks (SF 86s) will be performed on all contractor and subcontractor employees who have access to Confidential Business Information (CBI, EPA financial data, (e. g., payroll) and data related to FIFRA, TSCA, and RCRA CBI. Upon completion of the investigations, the TJSS shall provide written authorization to the contractor authorizing contractor and/or subcontractor employees access to sensitive information, including CBI via the contractor's ISO.

(e) On- or off-site contractor technical or other support staff must receive appropriate training (i.e., user awareness training and training on agency policy and procedures).

(f) Government Owned, Contractor Operated (GOCO) facilities and laboratory and research facilities are agency components and their security requirements are identical to those of the EPA in all respects. Security requirements for these facilities and resources include conducting privacy assessments, risk assessments (including electronic risk assessments), categorization of information, development and revision of security plans, certification and accreditation, continuous monitoring of security controls, annual reviews of security controls, development of Plans of Action and Milestones (POA&Ms), providing documentation and government access to IT resources for oversight and independent verification and validation of security requirements. Corporate network, human resource, or financial management system would not be covered by FISMA requirements, provided the Agency has confirmed appropriate security of the interface between them and any system using Government information or those operating on behalf of the agency. FISMA requirements would apply to any corporate information system using Government information. The contractor shall carefully map the accreditation boundary for these systems to ensure that Federal information: (a) is adequately protected, (b) is segregated from the contractor, or other entity's infrastructure, and (c) there is an interconnection security agreement in place to address connections from the contractor containing the agency information to systems external to the accreditation boundary (e.g., sub-contractor's systems, etc.).

(g) The contractor shall correct weaknesses discovered through self-assessments, reviews, Independent Verification and Validation (IV&V) activities, audits, and other independent assessments. Any weaknesses shall be reflected in the Agency's ASSERT database POA&Ms. SAS 70 assessments shall not suffice for independent reviews unless they conform to all requirements of FISMA and review and testing of security plan controls.

(h) In acquiring information technology equipment including equipment incidental to the contract, the contractor shall ensure that Federal Standards and required validations are complied with and that EPA and Federal common security configurations available from the National Institute of Standards and Technology's website at <http://checklists.nist.gov> are utilized. FISMA requirements apply to all equipment using Federal.

(i) The contractor is required to insert terms that conform substantially to the language of this clause, including this paragraph, in all subcontracts under this Contract. The procedures for classifying subcontractor positions and obtaining clearance for subcontractor personnel shall be the same as those for contractor personnel.

ITIL Framework

The Information Technology Infrastructure (ITIL) framework provides a process driven approach that strengthens technology support and services delivery provided to the Agency customers. Utilizing this framework should result in optimization of IT infrastructure to support and provide for existing and anticipated business requirements, enhance IT service quality and service delivery while lowering total cost of IT ownership.

As IT services become more closely integrated with the business function, ITIL assists in establishing a business management approach and discipline to IT, stressing the complementary aspects of running IT itself as a business. Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services.

These capabilities take the form of functions and processes for managing services over a lifecycle, through strategy, design, transition, operation, and continual improvement (as per the volumes). Without these capabilities, signifying capacity, competency, and confidence for action, a service organization is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

Quality Assurance Requirements

The contractor shall propose a Quality Assurance Plan that is commensurate with the size and complexity of this task order.

The contractor's Quality Assurance Plan shall describe the quality assurance measures (e.g., type, method, and frequency of product review) to be applied to the task. The contractor shall propose measures related to quality and timeliness of deliverables. The contractor shall provide a task order-specific Quality Assurance (QA) Plan addressing at a minimum the expectations for ITS-EPA II task order QA Plans developed by the Service Integrator, including specific expectations related to:

- Roles and responsibilities related to QA
- Processes for maintaining staff preparedness and qualifications (e.g., training)
- Processes for tracking, analyzing and using performance measures
- Processes for ensuring the quality of each deliverable
- Processes for conducting internal assessments/evaluations of the contractor's performance, including obtaining customer feedback

- Processes for carrying out corrective and preventive actions and for promoting continuous improvement

Service Desk/Call Center

The service requirements outlined in this task order combined shall provide a total Incident Management, Event Management, Problem Management, Change Management, Service Level Agreement (SLA), Management, and Asset Management solution based on the ITIL framework. The focal point of incident and event management shall be the Service Desk (EPA Call Center); all other task orders issued under ITS-EPA II , which require end user support (Tier 1 and some Tier 2 support), shall be considered integral parts of the Service Desk task order. Contractors awarded task orders for other tasks (Security, Hosting, COTS Applications, Local Infrastructure Support, etc.) shall utilize the Service Desk to provide end user support through the use of Operating Level Agreements (OLAs) and shall perform Tier 2 and Tier 3 support only through their respective task orders.

Serial Number	DECAL Tag	Make	Model Number	Description	Building	Room	Status	Purchase Price
23-GNW18	US009376	IBM	6561	Workstation, IBM 6561	4201	2400	ACTIVE	\$2,470.00
ZU7	A75967	Dell	1U-N4322	mount	NCC	N238.E02	ACTIVE	\$899.00
60866321	US019459	MAGNAVOX	CM2015D101	Monitor, 15"	NCC	N238.D01	ACTIVE	\$310.00
9626G12551	US011063	SUN	GDM-20E20	MONITOR	4201	2400	ACTIVE	\$300.00
234540B	US008287	IBM	95G9899	MONITOR	4201	2400	ACTIVE	\$350.00
04036A7DT917	US008229	DELL	D1728D-LS	Monitor, 17"	4201	2400	SPARE	\$320.00
2HMOJ11	A51407	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$7,279.00
63600LR20206165C	US005027	MICRON/MPC	LM1764	MONITOR 17"	NCC	N238.C01	ACTIVE	\$300.00
3013501820	US009076	OMNI	4PORT	PORT	4201	2400	ACTIVE	\$320.00
60866365	US019452	MAGNAVOX	CM2015D101	Monitor, 15"	4201	2400	ACTIVE	\$310.00
BDG9G	A33010	DELL	PE6300 SML	Server, PowerEdge 6300	4201	2400	ACTIVE	\$35,291.00
B3SYH11	A51409	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$7,279.00
NW04040248624	US019453	MISC	CLONE	Server, (CLONE)	NCC	N238.C01	ACTIVE	\$7,542.00
72DC251	A53810	DELL	PE2650	Server, PowerEdge 2650	NCC	N238.E02	ACTIVE	\$6,675.73
47LM491	A76418	DELL	PE2850	Server, PowerEdge 2850	NCC	N238.E02	ACTIVE	\$5,781.09
3JT001	A33329	DELL	PE6400	Server, PowerEdge 6400	4201	2400	ACTIVE	\$11,519.00
6TFJ081	A76010	DELL	PE2850	Server, PowerEdge 2850	NCC	N238.E02	ACTIVE	\$5,632.67
8TFJ081	A76008	DELL	PE2850	Server, PowerEdge 2850	NCC	N238.E02	ACTIVE	\$5,632.67
4306216EP	US009345	NEC	JC-1535VMA	MONITOR	4201	2400	ACTIVE	\$300.00
4906169EP	US009351	NEC	JC-1535VMA	MONITOR	4201	2400	ACTIVE	\$300.00
4Y03689RP	US011081	NEC	JC-1403HMA	MONITOR	4201	2400	ACTIVE	\$300.00
578Y411	US019471	DELL	24x32x78	Cabinet, RCK.MNT.EC	NCC	N238.E02	ACTIVE	\$3,788.08
5KW2V01	US009415	DELL	Optiplex	Workstation, Optiplex	4201	2400	ACTIVE	\$1,500.00
J6Z7X01	A51145	DELL	PE2450 SMP	SMP	NCC	N238.E02	ACTIVE	\$7,150.00
B2XW411	A51257	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$5,509.00
3014543542	A54439	BELKIN	4Port	Switch, 4 port BELKIN	4201	2400	ACTIVE	\$4,057.00
7XPJ081	A76011	DELL	PE2850	Server, PowerEdge 2850	NCC	N238.E02	ACTIVE	\$5,632.67
9TFJ081	A76009	DELL	PE2850	Server, PowerEdge 2850	NCC	N238.E02	ACTIVE	\$5,632.67
GB00811611	US012551	HP	DAT24	Tape Drive, ext.	4201	2400	SPARE	\$306.00
FS56H1A202400	A54438	NETGEAR	FS516	Switch, Gigabite	4201	2400	SPARE	\$4,196.00
94051C9LXFA7	US012505	DELL	94051	Monitor, 17"	NCC	N238.D01	ACTIVE	\$300.00
3013501818	US009070	OMNI	4PORT	PORT	4201	2400	ACTIVE	\$320.00
B5CC251	A53806	DELL	PE2650	Server, PowerEdge 2650	NCC	N238.E02	ACTIVE	\$6,675.73
OHWEQ	A20243	DELL	PE1300	Server, PowerEdge 1300	4201	2400	ACTIVE	\$2,449.00
64800CR20241038C	US009173	MICRON/MPC	LM1764	MONITOR 17"	4201	2400	ACTIVE	\$300.00
BXPJ081	A76012	DELL	PE2850	Server, PowerEdge 2850	NCC	N238.E02	ACTIVE	\$5,632.67
T170061901072	US011057	NCD	NC1783CA	MONITOR	4201	2400	ACTIVE	\$400.00
H7G4K11	967964	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$8,546.00
J7G4K11	967965	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$8,546.00
JFF7V11	A50609	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$5,047.00
G853738MTYV	US009177	Apple	A1103	Workstation, Mack Mini	4201	2400	ACTIVE	\$462.49
4Y03690RP	US011080	NEC	JC-1403HMA	MONITOR	4201	2400	ACTIVE	\$300.00
BH92A	US019460	DELL	201S	DASD, POWER-VAULT 201S	NCC	N238.D02	ACTIVE	\$4,279.00
1HMOJ11	A51410	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$7,279.00
OJPN	US009079	DELL	40132	FP Mtr/Kybd	NCC	N238.E02	ACTIVE	\$635.00
64800CR20241042C	US009343	MICRON/MPC	LM1764	MONITOR 17"	4201	2400	ACTIVE	\$300.00
4306204EP	US009344	NEC	JC-1535VMA	MONITOR	4201	2400	ACTIVE	\$300.00

84779A213X98	US009352	DELL	D1028L	Monitor, 17"	4201	2400	ACTIVE	\$320.00
CXPJ081	A76013	DELL	PE2850	Server, PowerEdge 285C	NCC	N238.E02	ACTIVE	\$5,632.67
7155171	US011059	DELL	Ultra Scan 15TX	Monitor, 15"	4201	2400	ACTIVE	\$150.00
8XPJ081	A76014	DELL	PE2850	Server, PowerEdge 285C	NCC	N238.E02	ACTIVE	\$5,632.67
455694	US011099	MILLER	24X24X78	Cabinet, RCK.MNT.EC	4201	2400	ACTIVE	\$1,500.00
135775	A54436	SNAP	7070025-001	Server	4201	2400	ACTIVE	\$4,500.00
60866337	US012515	MAGNAVOX	CM2015JB01	Monitor, 15"	4201	2400	ACTIVE	\$310.00
178Y411	A50212	DELL	PE4210	4210, w/mtr & kybd	NCC	N238.E02	ACTIVE	\$4,759.00
1080C9F	A52828	IBM	7028-6E1	Server, IBM 7028-6E1	4201	2400	ACTIVE	\$9,779.00
06H507	US009080	DELL	4U132	FP Mtr/Kybd	NCC	N238.E02	ACTIVE	\$635.00
63000OCR20171886A	US008291	MICRON/MPC	LM1764	MONITOR 17"	4201	2400	ACTIVE	\$300.00
HQ8QH31	A53214	DELL	PE6650	Server, PowerEdge 665C	NCC	N238.E02	ACTIVE	\$18,443.00
BDFQM	A33015	DELL	PE6300 SML	Server, PowerEdge 6300	4201	2400	ACTIVE	\$21,942.00
FC5110170	971381	NCD	NC1982AA	Monitor, 19" LCD FF	4201	2400	ACTIVE	\$3,400.00
BX5V3	999561	DELL	PE2200	Server, PowerEdge 220C	4201	2400	ACTIVE	\$4,396.00
HMSOX	A02807	DELL	PE6300 SML	Server, PowerEdge 630C	4201	2400	ACTIVE	\$44,606.75
USHB032864	US011058	HP	C3155A	PRINTER, LASERJET 5MF	4201	2400	ACTIVE	\$676.00
107	US008271	DELL	KMM	w/Monitor/Keyboard	RTF	1127	ACTIVE	\$1,900.00
05VS8	A02992	DELL	PE6300 SML	Server, PowerEdge 630C	4201	2400	ACTIVE	\$12,247.00
BX5VW	999563	DELL	PE2200	Server, PowerEdge 220C	4201	2400	ACTIVE	\$4,396.00
BDG99	A33008	DELL	PE6300 SML	Server, PowerEdge 6300	NCC	N238.D01	ACTIVE	\$35,291.00
PR8B008196	A02861	SUN	ULTRA 10	Workstation	4201	2400	ACTIVE	\$6,645.00
3DWF301	A33490	DELL	PE4400	Server, PowerEdge 440C	4201	4316	ACTIVE	\$11,115.00
6DWF301	A33491	DELL	PE4400	Server, PowerEdge 440C	4201	2400	ACTIVE	\$11,115.00
NW03250248242	A54433	INTREX	INTREX PRO	Server	4201	2400	ACTIVE	\$4,500.00
NW03010247631A	A54435	INTREX	INTREX PRO	Server	4201	2400	ACTIVE	\$4,500.00
T1700619Q1115	971932	NCD	NC1782CA	MONITOR	4201	2400	ACTIVE	\$400.00
J4VMF51	A53600	DELL	PE4210	4210, w/mtr & kybd	NCC	N238.E02	ACTIVE	\$3,248.78
5GDWQ51	A54450	DELL	PE2650	Server, PowerEdge 265C	NCC	N238.E02	ACTIVE	\$6,510.00
062342	US012103	DELL	38S	Cabinet, RCK.MNT.EC	4201	2400	ACTIVE	\$1,500.00
C5CCZ51	A53807	DELL	PE2650	Server, PowerEdge 265C	NCC	N238.E02	ACTIVE	\$6,675.73
62DCZ51	A53809	DELL	PE2650	Server, PowerEdge 265C	NCC	N238.E02	ACTIVE	\$6,675.73
9JB8Z51	A53811	DELL	PE2650	Server, PowerEdge 265C	NCC	N238.E02	ACTIVE	\$6,655.22
8691837	925962	GATEWAY	CPD-15F13	MONITOR	4201	2400	ACTIVE	\$300.00
FGSN-1135	US019447	Ready Rack	B030CAB	Cabinet, LAN-V 30"C	NCC	N238.C01	ACTIVE	\$1,982.00
NB0040253248	US009371	APC	BP420S	UPS, POWER SUPPLY	4201	2400	ACTIVE	\$400.00
63600CR20206171C	US009350	MICRON/MPC	LM1764	MONITOR 17"	4201	2400	ACTIVE	\$300.00
GG007881	US008249	DATA GENERAL	6682A	MONITOR	NCC	N238.C02	ACTIVE	\$350.00
JQBQH31	A53215	DELL	PE6650	Server, PowerEdge 665C	NCC	N238.E02	ACTIVE	\$18,443.00
JG6J981	A76084	DELL	PE2850	Server, PowerEdge 285C	NCC	N238.E02	ACTIVE	\$7,621.05
DQBQH31	A53213	DELL	PE6650	Server, PowerEdge 665C	NCC	N238.E02	ACTIVE	\$18,443.00
FGSN-1138	US019451	Ready Rack	8030CAB	Cabinet, LAN-V 30"C	NCC	N238.C01	ACTIVE	\$1,982.00
4810363EP	US019450	NEC	JC-1535VMA	MONITOR	4201	2400	ACTIVE	\$300.00
7055033	US009349	GATEWAY	CPD-17F13	MONITOR	4201	2400	ACTIVE	\$300.00
AY35102384	A52830	COMPAQ	TRU64 ALPHA	Server	4201	2400	ACTIVE	\$6,510.00
9JRJF31	A53165	DELL	PE2650	Server, PowerEdge 265C	NCC	N238.E02	ACTIVE	\$4,999.00
87X8V21	A53034	DELL	PE2650	Server, PowerEdge 265C	NCC	N238.E02	ACTIVE	\$5,131.00
8LS7X01	A67111	DELL	Optiplex	Workstation, Optiplex	4201	2400	ACTIVE	\$1,000.00

83SYH11	A51411	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$7,279.00
NW03010247031A	A54434	INTREX	INTREX PRO	Server	4201	2400	ACTIVE	\$4,500.00
9GXXP41	A53501	DELL	PE6650	Server, PowerEdge 6650	NCC	N238.E02	ACTIVE	\$23,033.79
BX5WB	999556	DELL	PE2200	Server, PowerEdge 2200	4201	2400	ACTIVE	\$4,396.00
6X6ND31	A53136	DELL	PE2650	Server, PowerEdge 2650	NCC	N238.E02	ACTIVE	\$4,999.00
69LBJ31	A52051	DELL	PE1650	Server, PowerEdge 1650	4201	2400	ACTIVE	\$2,573.00
32DCZ51	A53808	DELL	PE2650	Server, PowerEdge 2650	NCC	N238.E02	ACTIVE	\$6,675.73
L1Y	US012096	DELL	1703FPS	Monitor, 17" LCD FF	4201	2400	ACTIVE	\$300.00
FT57A1A000981	A54437	NETGEAR	FA517TS	Switch, Gigabite	4201	2400	ACTIVE	\$4,500.00
BH9S3	A54440	DELL	201S	Server, w/DASC	4201	2400	ACTIVE	\$4,279.00
5GXXP41	A53500	DELL	PE6650	Server, PowerEdge 6650	NCC	N238.E02	ACTIVE	\$23,033.79
4GF7V11	A50608	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$5,047.00
1823Q51	A53635	DELL	PE2650	Server, PowerEdge 2650	NCC	N238.E02	ACTIVE	\$6,374.00
NB0007150052	US009370	APC	420	UPS, APC 420	4201	2400	ACTIVE	\$410.00
4041DQMZ1020	A33738	COMPAQ	DS10	Server, COMPAQ DS10	4201	3202	SPARE	\$5,716.06
HMSOY	A02806	DELL	PE6300 SML	Server, PowerEdge 6300	4201	2400	ACTIVE	\$44,606.75
FGSN-1143	US019458	Ready Rack	8030CAB	Cabinet, LAN-V 30"E	NCC	N238.D01	ACTIVE	\$1,982.00
FGSN-1140	US019455	Ready Rack	8030CAB	Cabinet, LAN-V 30"E	NCC	N238.D01	ACTIVE	\$1,982.00
ADT24044328	A52809	DELL	PE3250	Server, PowerEdge 3250	4201	2400	ACTIVE	\$3,200.00
FGSN-1136	US019448	Ready Rack	8030CAB	Cabinet, LAN-V 30"E	NCC	N238.C01	ACTIVE	\$1,982.00
BX5WO	999558	DELL	PE2200	Server, PowerEdge 2200	4201	2400	ACTIVE	\$4,396.00
ETMA4401	US019496	APC	AP9278	Switch, 8-port KVM	NCC	N238.E02	ACTIVE	\$1,549.00
G2XW411	A51254	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$5,509.00
73SYH11	A51406	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$7,279.00
3HMOJ11	A51408	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$7,279.00
C2XW411	A51256	DELL	PE2550	Server, PowerEdge 2550	NCC	N238.E02	ACTIVE	\$5,509.00
41XF301	A33659	DELL	PE4400	Server, PowerEdge 4400	4201	2400	ACTIVE	\$9,783.00
FGSN-1137	US019449	Ready Rack	8030CAB	Cabinet, LAN-V 30"E	NCC	N238.C01	ACTIVE	\$1,982.00
4904820RP	US011085	NEC	JC-1535VMA	MONITOR	4201	2400	ACTIVE	\$300.00
4904811RP	US011055	NEC	JC-1535VMA	MONITOR	4201	2400	ACTIVE	\$300.00
27LM491	A76417	DELL	PE2850	Server, PowerEdge 2850	NCC	N238.E02	ACTIVE	\$5,781.09
23R1636	A97578	IBM	9308RC4	CENTER	NCC	N238.D02	ACTIVE	\$11,142.93
4904803RP	US009348	NEC	JC-1535VMA	MONITOR	4201	2400	ACTIVE	\$300.00